

G-Cloud 15

Pricing Document for SolarWinds Training and Enablement Services

**Prosperon Networks
January 2026**

SOLARWINDS TRAINING AND ENABLEMENT SERVICES RATE CARD

Training Type	Delivery	Rate / Per Seat	Notes
Bespoke / Customised Training	Remote	£1,750 per day	Minimum 4 hours for hourly bookings
Bespoke / Customised Training	Onsite	£1,750 per day + trainer expenses	Travel & accommodation not included
Per-Hour Training	Remote	£215 per hour	Minimum 4 hours per engagement
5-Day Public Course – Administrator	Remote / Onsite	£2,095 per attendee	Standard public course for individual attendees
5-Day Private Course – Administrator	Remote / Onsite	£8,750 per course	Minimum 8 attendees; closed/private course
SolarWinds Orion Advanced Alerting Masterclass	Remote / Onsite	£595 per seat	Minimum 8 attendees; closed/private course
SolarWinds Orion Advanced Reporting Masterclass	Remote / Onsite	£595 per seat	Minimum 8 attendees; closed/private course

Important Notes:

1. **Scoping Session:** Final pricing is subject to a scoping session to confirm course objectives, content, and delivery requirements. This ensures that all training is tailored to the customer's needs and environment.
2. **Terms & Conditions:** All pricing is governed by Prosperon Networks Terms & Conditions, which apply to all bookings and services provided.
3. **VAT and Additional Expenses:** All prices are exclusive of VAT. For onsite training, travel and accommodation expenses will be charged separately. These costs will be discussed and agreed in advance with the customer.
4. **Minimum Attendees for Private Courses:** A minimum of 8 attendees is required for all private courses (both public and masterclass). Should this minimum not be met, the course will be subject to review or rescheduling.

Payment Terms:

1. **Payment Due:** Full payment is required prior to the commencement of the course to secure your place.
2. **Payment Methods:** Payment can be made via bank transfer or any other mutually agreed method. All payment details will be provided upon booking confirmation.
3. **Payment Failure:** If payment is not received by the specified due date, Prosperon Networks reserves the right to cancel the booking or reschedule the training.

Cancellations and Rescheduling:

Cancellation refers to both cancellation and/or the rescheduling of Services by the Customer.

All cancellations or rescheduling must be submitted in writing (via email or post) and are subject to the following charges:

- **Cancellations received more than 10 working days prior** to the confirmed booking: **No charge.**
- **Cancellations received 5-10 working days prior** to the confirmed booking: **25% of the invoice value will be charged.**
- **Cancellations received 0-5 working days prior** to the confirmed booking: **50% of the invoice value will be charged, plus reimbursement** of any pre-booked travel and accommodation costs that cannot be refunded.

Service Booking Process:

- **Provisional Dates:** Provisional dates can be provided by Prosperon Networks. However, final confirmation of dates can only be given once the customer has placed an official order for the services.
- **Scoping and Scheduling:** Upon receipt of the customer order, Prosperon's Project Management team will confirm dates, scope, and training content. Once the dates are confirmed, a Booking Confirmation email will be sent to the customer.
- **Confirmation and Scope of Work:** After confirmation of dates, the assigned trainer will contact the customer directly to discuss the scope of work, ensure all requirements are clear, and provide any additional details about the course content and delivery format.

Additional Information:

- **Travel and Accommodation:** For onsite courses, the customer is responsible for arranging and covering the travel and accommodation expenses for the trainer. These details should be confirmed in advance to ensure a smooth experience.
- **Bespoke Courses:** Customised courses will be developed in collaboration with the customer during the scoping session. A final quote will be provided after the session, with any adjustments made based on the specific training content and requirements discussed.

TERMS & CONDITIONS

This document is subject to the standard Prosperon Networks Terms & Conditions which are maintained on the corporate website: <http://www.prosperon.co.uk>.

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