

G-Cloud 15

Pricing Document for SolarWinds MSP Service

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SOLARWINDS MSP SERVICE RATE CARD

Service Description	Type	Price
Prosperon Managed Service – Administration Service – Annual Subscription	Daily rate*	£1,095.00
Prosperon Managed Service Support – Gold – Annual Subscription	Fixed Price	£12,900.00
Prosperon Managed Service Support – Silver – Annual Subscription	Fixed Price	£8,600.00
Prosperon Managed Service Support – Out of Hours – Annual Subscription	Fixed Price	£6,500.00

Service Catalogue Overview

1. MSP Administrator Service

- Provides a dedicated managed resource for day-to-day configuration of the Managed Application.
- Customers can make direct service requests for configuration changes.
- Engineers propose improvements, implement changes, and take ownership of configuration and platform definition.
- Benefits include:
 - Centralised resource for configuration changes
 - Platform development and upgrade management
 - Act as platform advocate within the business
 - Free up internal resources for other tasks
 - Reliable monitoring metrics
- Commercially: Can be purchased standalone – annual subscription required.
- Dependency: None.
- Pricing: Per engagement (as agreed) – with daily rate shown above.

2. MSP Gold / Silver Support

- Proactive monitoring of the SolarWinds Platform.
- Handles issue identification, remediation, and keeps Customer informed.
- Manages vendor escalation.
- Benefits include:
 - Reduced Customer resource requirements
 - Quicker MTTR (mean time to resolution)
 - Peace of mind that the platform is stable and supported
 - SLA-backed service depending on Gold/Silver tier (see details in the service definition document)
- Commercially: Sold as Silver or Gold Support.
- Dependency: Can be purchased independently or paired with the Administrator Service.
- Pricing: Silver £8,600/year; Gold £12,900/year

3. MSP Out-of-Hours Support

- Optional extension outside standard service hours (09:00–17:30).
- Provides 24/7 coverage for critical incidents (P1).
- Dependency: Must be attached to Gold or Silver Support (**cannot be standalone**).
- Commercially: complementary service to MSP Support Services.
- Pricing: Silver £6,500 p/a. Response service with first hour of support time included. Thereafter, charged at £180 p/h in 15 minute increments

MSP Offering	Can be Bought Standalone?	Notes / Dependencies
Administrator Service	Yes	Configuration/Implementation/Customisation service
Managed Services Support	Yes	SLA-backed; Gold = faster response/resolution
Out-of-Hours Support	No	Must attach to Gold or Silver Support; custom pricing

MSP Support Gold Tier SLAs

SLA	Response Time	Target	Ticket classification	Criteria example	Escalation
P1	1 hours	95%	Incident	- Platform is completely unavailable (i.e. unable to login) - Platform performance is severely impacting multiple users - Major security vulnerability identified - Applies to Out of Hours	3 hours elapsed - Support Manager 4 hours elapsed – Professional Services Manager 8 hours – Services Director
P2	2 Hours	95%	Incident	- Platform performance is causing delays in routine tasks - Sections of the platform are unavailable	6 hours elapsed - Support Manager 8 hours elapsed – Professional Services Manager 16 hours – Services Director
P3	8 Hours	95%	Incident	Minor issues on the platform such as unexpected results during regular usage but the platform is operational	20 hours elapsed - Support Manager 28 hours elapsed – Professional Services Manager 38 hours – Services Director

MSP Support Silver Tier SLAs

SLA	Response Time	Target	Ticket classification	Criteria example	Escalation
P1	2 hours	95%	Incident	- Platform is completely unavailable (i.e. unable to login) - Platform performance is severely impacting multiple users - Major security vulnerability identified - Applies to Out of Hours	3 hours elapsed - Support Manager 4 hours elapsed – Professional Services Manager 8 hours – Services Director
P2	4 Hours	95%	Incident	- Platform performance is causing delays in routine tasks - Sections of the platform are unavailable	6 hours elapsed - Support Manager 8 hours elapsed – Professional Services Manager 16 hours – Services Director
P3	12 Hours	95%	Incident	Minor issues on the platform such as unexpected results during regular usage but the platform is operational	20 hours elapsed - Support Manager 28 hours elapsed – Professional Services Manager 38 hours – Services Director

MSP Cancellations and Rescheduling:

- **Cancellation:** You may cancel the subscription with written notice 30 days in advance. Any prepaid services for the month will not be refunded.
- **Rescheduling:** Rescheduling of services can be done with prior notice of 7 days. Any rescheduled services will be adjusted according to the next available slot.
- **Cancellation Policy for Out-of-Hours Support:** To avoid charges, cancellations or changes to Out-of-Hours Support must be made at least 14 days in advance.

General MSP Terms & Conditions

- **Payment Terms:** Payments are due annually at the start of the subscription. Failure to make payments on time may result in a suspension of services until the outstanding balance is settled.
- **Service Level Agreement (SLA):** The services provided are subject to SLA terms, which define the response and resolution times depending on the severity of the incident (Gold and Silver support tiers are available).
- **Support Availability:** The support service operates during standard service hours (09:00 to 17:30, Monday to Friday, excluding UK Bank Holidays).
- **Exclusions:** The service does not cover issues related to the underlying infrastructure (e.g., operating systems, hardware, or non-SolarWinds platforms). Any requests outside of the scope of the MSP Services will incur additional charges.

TERMS & CONDITIONS

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