



Pricing Document – Connetix ICT Support & Consultancy

1. Overview of Pricing

Connetix offers a flexible and scalable pricing model for its cloud-based ICT support services tailored to educational institutions. Pricing is primarily based on:

- Number of support days required per week.
- Number of devices/users supported.
- Specific services included (MIS support, cloud migration, etc.).
- Onsite vs. remote support mix.

2. Standard Support Subscription (Indicative)

Service Scope	Annual Cost (from)
Standard IT Support Package (Base) Includes: Remote monitoring, ticketing, help desk access, patching, remote software support, and monthly reporting.	£3,220

3. Multi-School / MAT Support Package

*Example based on a 2-school model with shared onsite engineer and full-day coverage.***Discount Tiers:**

Support Days per Week	Annual Cost (Standard)	5% Discount Price	10% Discount Price
2 Days	£20,494.00	£19,469.30	£18,444.60
3 Days	£28,714.00	£27,278.30	£25,842.60
4 Days	£32,932.00	£31,285.40	£29,638.80
5 Days	£36,176.00	£34,367.20	£32,558.40

- **5% Discount:** Available for trusts/federations with 4+ schools.
- **10% Discount:** Applied for 3-year contract commitments (includes price freeze).

4. Google Workspace/Microsoft 365

Education Cloud service deployments	Annual Cost (Standard)
Provision of Google Workspace/O365 for Education configuration, deployment, and staff training services for nursery, infant, and primary schools	£1500.00
Provision of Google Workspace/O365 for Education configuration, deployment, and staff training services for secondary schools (subject to form count)	£2000.00
Provision of Google Workspace/O365 for Education configuration, deployment, and staff training services for Multi Academy Trusts (price based on 4 Schools)	£2000.00
Provision of Google Workspace/O365 configuration, deployment, and staff training services for non education environments.	Starting from £600.00

5. Optional Services & Add-Ons

Additional Service	Notes
Google Workspace / Office 365	Includes migration, setup, and training.
VOIP Telephony	Cloud-based, scalable telephony systems.
MIS Support	Full user support (Arbor, SIMS, etc.).
Web Design for Schools	Bespoke responsive websites.
IWB Installations	Procurement and installation of Interactive Whiteboards.
DPO Support	GDPR compliance and audit advisory.

6. Summary of Included Services

- **Unlimited Remote Support:** 8:00 AM – 5:00 PM.
- **SLA:** 2-hour response for urgent P1 issues.
- **Security:** Firewalls, antivirus, and intrusion detection.
- **Maintenance:** Software patching, updates, and data backup/recovery.
- **Continuity:** Named engineers to ensure long-term trust and knowledge.

6. Invoicing & Payment Terms

- **Billing:** Invoiced monthly or quarterly in arrears.
- **Terms:** 30-day payment terms from date of invoice.
- **Setup:** No setup fees unless custom onboarding is requested.

Contact for Quotes:

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