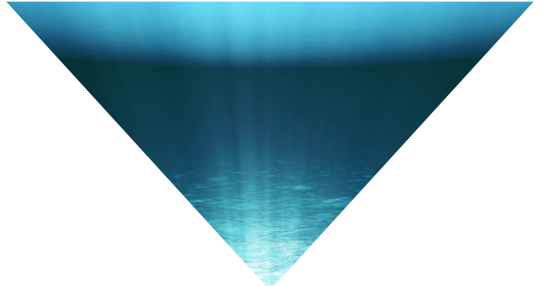




TICKETING SYSTEM PRICING DOCUMENT





Pricing Models

Hosting costs differ per model; however, base licencing costs remains consistent.

Community Cloud

The system will be hosted in the application vendor's own cloud; customer environments are isolated from each other.

Public Cloud

The system will be hosted in our Microsoft Azure tenant; customers' environments are isolated from each other.

We also support hosting in the customer's tenant, provided we have access to the Azure subscription.

Private Cloud

The system will be hosted on-premises in the customer's office / datacentre.

Dolphin IT Solutions will require access to the server for regular maintenance / patching.

BASE LICENCE FEES

User Licence
£420/user/year

Minimum Seat Count
20 users minimum

Term Duration
One, two or three years

Licences payable for the full term up front.
Mid-term increases will be charged pro-rata.



COMMUNITY CLOUD – HOSTING FEES

Additional Disk Space
£2/GB/month

Included Disk Space
500MB/user

Minimum Disk Space Purchase
Sold in batches of 25GB

Resources payable for the full term up front.
Mid-term increases will be charged pro-rata.

PUBLIC CLOUD – HOSTING FEES

Production Server Cost
£800/month

Included Resources
32GB RAM, 512GB database

(Optional) Test Server Cost
£500/month

Resources payable per month.



PROFESSIONAL SERVICES FEES

Initial Implementation & Deployment

Included in licence cost

Extended Support

£120/hr

Additional Bespoke Development and Consultancy

£900/day

20% discount for educational organisations
On-site work incurs mileage charge of 45p/mile