

SERVICE PRICING



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RECIPE FOR SUCCESS



HM Government
G-Cloud
Supplier

Crown
Commercial
Service
Supplier

Alkane has been delivering IT services to **public and private** sector clients for over 15 years. Our services integrate seamlessly with existing processes, providing immediate scalability and instant access to specialist skillsets.

What sets us apart is our **deep expertise**, meticulous attention to detail, relentless work ethic and commitment to best practice - demonstrated consistently and shared openly with the community through public forums, our website and other channels.

We **specialise in end-user compute** (EUC) services, designing and maintaining environments that provide continuity, reliability, security, and flexibility. Our services can also be **white-labelled**, enabling managed service providers to expand their portfolios with client-ready offerings that strengthen customer relationships.

We are also **value-added resellers** for some of the most innovative technology platforms, giving clients access to cutting-edge products that enhance and complement our EUC capabilities.

HOW CAN WE HELP?

Our clients benefit from a **simple and transparent engagement** model that enables rapid mobilisation without unnecessary complexity. Engagement can be direct or via G-Cloud, Crown Commercial Service, or the Microsoft Partner Network.

All our services are underpinned by robust service-level agreements and backed by a **12-month warranty** on deliverables - providing measurable assurance that performance and reliability standards will be consistently met.

And by taking the time to understand each client's business requirements, we develop clear strategies and deliver exemplary solutions - combining unmatched support with **highly competitive pricing**.



SERVICE PRICING



1. INTRODUCTION

This document outlines Alkane's IT service pricing, including fixed pricing for application packaging and time-and-materials (T&M) rates aligned to the Skills for the Information Age (SFIA) framework. Fixed-price quotations for project-based engagements are available on request.

Additional information including service-level agreements and operating models will be provided within a Statement of Work for each client.

2. PRICING

All prices are in pound sterling (GBP) and subject to value added tax (VAT) at the prevailing rate.

2.1. APPLICATION PACKAGING

2.1.1. Price Per Package Terms and Conditions

- Please note that the price of packages cannot be adjusted retrospectively after the initial purchase order has been raised, regardless of additional volume requested thereafter.
- Work will be invoiced each calendar month in arrears for packages completed. The total amount remaining for each purchase order will be invoiced for in full regardless of whether the purchase order has been fully utilised either (whichever comes first):
 - When all work has been completed for the purchase order.
 - After a 12-month period has elapsed since the initial date of the purchase order being raised. At which point Alkane will still honour the unused packages, but at newly defined service level agreements (SLA) per package.

2.1.2. Blended Price Per Package

A blended price per package is when we don't factor in the complexity of individual applications in advance of the Client raising a purchase order.

For pricing purposes, we assume the overall workload complexity will average out over time, with medium complexity as the expected norm. This allows us to offer a simplified blended price without requiring complexity assessments for each individual application.

The advantage of this approach is that the Client can instantly forecast costs in advance since there is no necessity for Alkane to triage each application to assess complexity.

Service	Purchase Order Volume		
	<10	>=10 and <50	>= 50
Discovery	£100	£100	£100
Packaging/QA	£575	£450	£325
Integration	£50	£50	£50
Intune Wrap	£50	£50	£50

2.1.3. Complexity Price Per Package

A complexity price per package requires Alkane to triage each application individually to ascertain if the complexity of the packaging process will be simple, medium, or complex. Complexity is typically determined by the size of the package and technical aspects such as services, drivers, shims, bespoke scripting and other non-standard installation or configuration requirements.

The disadvantage of this approach is that the Client cannot forecast costs in advance, as Alkane must triage each application during the discovery phase to determine the level of effort required.

Service	Purchase Order Volume								
	<10			>=10 and <50			>= 50		
	S	M	C	S	M	C	S	M	C
Discovery	£100	£100	£100	£100	£100	£100	£100	£100	£100
Packaging/QA	£450	£575	£700	£325	£450	£575	£200	£325	£450
Integration	£50	£50	£50	£50	£50	£50	£50	£50	£50
Intune Wrap	£50	£50	£50	£50	£50	£50	£50	£50	£50

2.1.4. Request Modifications

Where application packaging services have been requested by the Client, and the packaging work has commenced but then a modification is advised such as updated source media or a revised configuration, Alkane will request that the package request be withdrawn – which will be invoiced for in full, and that a new request is raised.

Charges will apply for modifications to packages that have gone through the packaging process and are subsequently declined by the Client for any of the following reasons:

- Incorrect or missing information supplied to Alkane by the Client when requesting the packaged application.
- Reworking of a package due to modifications to an application's functional specification or requirements.

If the request for modification occurs prior to any effort being expended by Alkane, then the package will be delivered to the new revised request, at no additional charge.

If the request modification is due to a defect introduced by Alkane (for example, a configuration that does not reflect what was specified by the Client at the time of request), such remediation will be performed free of charge if raised inside the warranty period outlined in section 2.5.

Requests for modifications will only be accepted by the Client nominated individuals and will require the modification to be fully documented.

2.2. TIME AND MATERIALS (T&M)

	Autonomy	Influence	Complexity	Business Skills	Knowledge
1. Follow	£400	£400	£400	£400	£400
2. Assist	£525	£525	£525	£525	£525
3. Apply	£650	£650	£650	£650	£650
4. Enable	£775	£775	£775	£775	£775
5. Ensure/Advise	£900	£900	£900	£900	£900
6. Initiate/Influence	£1025	£1025	£1025	£1025	£1025
7. Strategy/Inspire/Mobilise	£1150	£1150	£1150	£1150	£1150

- The daily rates above are exclusive of VAT at the prevailing rate.
- The daily rates above are exclusive of travel, mileage and subsistence costs.
- A consultant's working day is eight hours, exclusive of travel and lunch.
- Working days are Monday to Friday exclusive of public holidays.
- Professional Indemnity insurance is included in day rate.
- Invoices are payable according to the Statement of Work - usually within 30 days.
- The above rates are valid for the duration of the G-Cloud framework agreement.

2.3. PROJECTS

Please contact us for a bespoke, fixed-price quotation for your project.

2.4. PAYMENT TERMS

- Alkane will submit a statement and invoice for services consumed each calendar month.
- Payment of invoices will be required within 30 days. Details required to make payments will be provided on the invoice.
- Invoices will be sent by email to the Client's accounts payable department.

2.5. WARRANTY

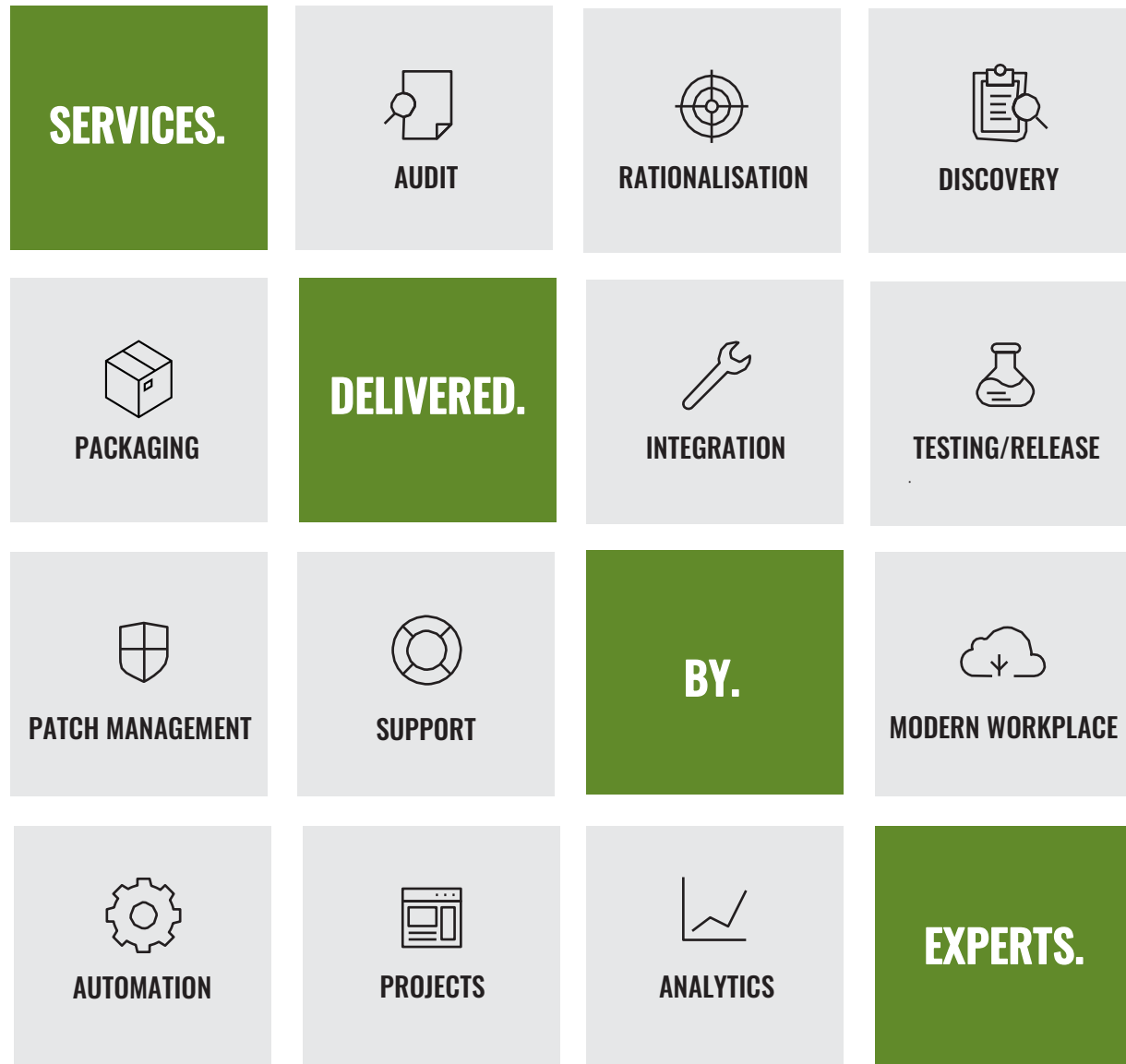
Alkane will provide warranty for all packages under this agreement for a period of 12 months from the date of release to the Client.

If a request modification is raised by the Client during the warranty period, the package will be remediated in accordance with the SLA and the warranty period will be reset to 12 months upon the subsequent release. Charges will only apply in scenarios identified in section 2.1.4.

For all package modification requests, a detailed explanation of how to recreate the defect including screenshots where possible will be required by Alkane.

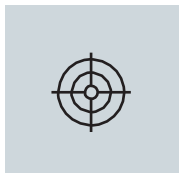


SERVICES DELIVERED BY EXPERTS



WORK WITH US

READ OUR CASE STUDIES



01 //

WINDOWS 10 MIGRATION

END CLIENT: NHS TRUST

BRIEF:

1. Windows 7 to Windows 10.
2. 6,500 devices. 13,000 users.
3. 277 application packages.
4. Delivery inside 3 months.

Alkane was engaged to manage and implement the migration of 6,500 devices to Windows 10, while replenishing and repurposing existing hardware. The environment supported approximately 9,500 users across a VMware/Omnissa Horizon/vSphere virtual desktop infrastructure (VDI) with 12 pools of 250 non-persistent desktops.

The project presented several challenges: aggressive timescales (just three months including planning), four geographically dispersed sites, an unrationalised and unmanaged application portfolio, manual and undocumented installations, increased home working due to Covid-19, and the critical need to maintain uninterrupted healthcare services.

As part of our audit and rationalisation services, Alkane reduced over 1,000 applications down to 277 based on usage data and business criticality. We then identified, packaged and remediated all core business applications through our application packaging service.

We developed a Power BI dashboard that integrated data from multiple sources including LanSweeper, App-V Reporting, SCCM, Active Directory, and ManageEngine - enabling a data-driven strategy and a highly efficient Windows 10 rollout schedule.

In addition, Alkane designed a stable operating system image with secure baseline policies and performant core business applications. We supported the VDI implementation and established user support clinics including device swap-out sessions.

Our detailed planning and collaboration with the Trust and departmental leads resulted in one of the fastest and most efficient operating system migrations in healthcare.

**DELIVERING PROJECTS ON TIME.
EVERY TIME.**



02 //

MICROSOFT SUBJECT MATTER EXPERTS

END CLIENT: BANK

BRIEF:

1. Debug Microsoft Edge.
2. Debug Microsoft Teams.
3. Debug App-V Performance.
4. Package SAP.

Alkane was engaged by the client to resolve ongoing issues in a live environment where blank pages were randomly appearing in Microsoft Edge, and Microsoft Teams was failing to authenticate. The issue was impacting thousands of users, and the previous service provider was unable to identify the cause after three months of investigation.

We were also asked to virtualise a complex suite of SAP applications for use within a non-persistent virtual desktop environment, supporting over 1,000 users. The previous service provider had spent several months attempting to deliver a working solution without success. Alkane was required to complete the work within five business days.

In addition, the client was experiencing slow App-V streaming performance. Alkane was tasked with monitoring, diagnosing, and remediating the issue.

We began by using Wireshark and Process Monitor to analyse API calls and network traffic, identifying the root cause of the Edge and Teams issues. Within a week, we discovered a conflict between a Sophos Antivirus policy and a ForcePoint Endpoint DLP policy, which we remediated successfully.

We then investigated the SAP App-V packaging issue. Through detailed process monitoring, we identified components that were not executing within the virtual subsystem. By decoupling specific elements and optimising policy settings, we enabled the package to run successfully and integrate seamlessly with Microsoft Excel as part of the Office 365 suite.

Finally, we analysed the App-V streaming performance and found that all sites were streaming from a single content share. We implemented a Distributed File System (DFS) namespace, replicated the content to remote sites, and updated the packages in the App-V management console, significantly improving streaming speeds across the organisation.



Alkane provided an exemplary service. Their knowledge and attention to detail enabled us to resolve environmental issues quickly and efficiently. The team were friendly, plain-talking, hard-working and extremely knowledgeable in the field of application packaging and related technologies.”

Chief Technology Officer.

**EXEMPLARY SERVICE.
SIGNIFICANT COST SAVINGS.**



03 //

WINDOWS 11 MIGRATION

END CLIENT: LOCAL COUNCIL

BRIEF:

1. Windows 10 to Windows 11.
2. Office 2016 to Microsoft 365.
3. 3,000 devices/users.
4. 85 application packages.

Alkane was engaged to assist the internal team in migrating approximately 3,000 devices from Windows 10 to Windows 11, while simultaneously upgrading Microsoft Office 2016 to Microsoft 365.

The project presented several challenges: devices predominantly operated over wireless or VPN connections, making network performance a critical factor. We needed to proactively identify devices with incompatible software, hardware, or disk space limitations, and facilitate orderly testing of critical applications.

The transition from Office 2016 to Microsoft 365 (M365) was complex too - many applications relied on macros and ActiveX plugins incompatible with modern baseline security configurations, and the Office architecture was shifting from 32-bit to 64-bit.

We utilised Microsoft Bookings and SharePoint to facilitate user acceptance testing (UAT) and remediation tracking, supported by a bespoke PowerShell toolset that automated SharePoint updates and communications. We also orchestrated virtual machines to streamline and accelerate the UAT process.

We collaborated with key stakeholders to design a rollout strategy using dynamic deployment rings, allowing us to scale deployments instantaneously based on network latency or other unforeseen issues.

A total of 85 critical business applications were tested, packaged and remediated, with macros rewritten and Microsoft Access forms reauthored to replace legacy components, ensuring full compatibility with Windows 11 and Microsoft 365.

The migration was delivered four weeks ahead of schedule, thanks to close collaboration with a proactive, forward-thinking internal team.



Alkane came at just the right time to ensure the rollout of Windows 11 and Microsoft 365 across the whole of the organisation was a success. They brought a wealth of knowledge and expertise which was applied to all aspects of the project, offering advice and suggestions to the in-house team, with respect and understanding of the organisation's aims. Their help was invaluable in achieving the target delivery 4 weeks ahead of the original planned date."

Service Delivery Manager.

**KNOWLEDGE AND EXPERTISE.
AHEAD OF SCHEDULE.**



THANK YOU



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