



Supplier: Apprilis

Role: Implementation, delivery and support partner for third-party cloud software

Lot: G-Cloud 15 – Lot 2b (Cloud Software)

Apprilis supplies, implements and supports the software listed below as an authorised partner.

All prices exclude VAT. Final pricing is agreed via CCS call-off.

Software licence pricing

Software partner: SnapLogic

Category	Item	Description	Pricing
Base packs	Essential	Core SnapLogic integration platform	Starting from £55,000 per annum
	Professional	Expanded environments, nodes and enterprise features	Starting from £175,000 per annum
	Enterprise One	Full enterprise platform with advanced security and scale	Starting from £395,000 per annum
Add-ons	Additional production node	Additional compute capacity (2 cores / 8GB RAM)	Starting from £19,000 per annum per node
	Additional sandbox node	Additional non-production capacity	Starting from £14,000 per annum per node
Support	Gold support	Standard support with customer success engagement	10% of total software licence cost per annum
	Platinum support	Enhanced support with weekly customer success and QBRs	20% of total software licence cost per annum

Support Packages

Support area	Gold support	Platinum support
Support coverage	Standard operational support for platform usage and service issues	Enhanced, priority support with proactive customer success management
Support hours	UK business hours support	Extended coverage aligned to customer needs

Incident handling	Issue logging, triage and resolution for service-related issues	Priority handling and escalation of incidents
Response prioritisation	Standard prioritisation of support requests	Priority response and accelerated escalation
Platform guidance	Guidance on platform usage, configuration and features	Proactive guidance on usage, adoption and optimisation
Customer success	Reactive support when issues or questions arise	Proactive customer success engagement
Service reviews	Not included	Regular service reviews or check-ins, as agreed
Adoption support	Limited to documentation and guidance	Ongoing support for onboarding, adoption and effective use
Change and optimisation	Advice on standard configuration and features	Support for optimisation, best practice usage and change adoption
Supplier coordination	Support requests coordinated through Apprilis	Escalation and supplier engagement coordinated through Apprilis
Documentation and updates	Access to supplier documentation, updates and release notes	As Gold, plus proactive communication on relevant updates
Suitable for	Smaller teams or lower-risk usage	Larger teams, higher dependency, or mission-critical use

Usage-based pricing, where applicable, varies based on the defined usage variable stated above.

Any minimum licence commitments are stated in the pricing table.

What is included

The licence price includes access to the software service and standard functionality as described in the service description. Where the service is delivered as Software as a Service, hosting and standard updates are included. Apprilis acts as the delivery and support partner unless otherwise stated.

Commercial assumptions

- Prices are exclusive of VAT.
- Billing is monthly or annually as stated above.
- Licence pricing may vary based on usage variables such as user numbers, data volumes or transaction levels, where applicable.
- Service availability, support levels and data handling are as described in the service description and service definition.
- The CCS call-off terms take precedence.