



A2Z Cloud Ltd – Zoho Managed Services

Pricing Document

1. Overview

Pricing for Zoho Managed Services is based on an annual allowance of support hours. Organisations purchase a set number of hours per year, and all work completed through the service desk is deducted from this allowance at the agreed hourly rate.

2. Pricing Model

The service uses a simple time-based model.

- Support is charged in units of time against the organisation's annual allowance.
- Work is charged only for time spent completing in-scope requests.
- Time is recorded to the nearest 15 minutes.
- Additional hours can be purchased at any time.

3. Annual Packages

A2Z Cloud offers flexible annual packages based on expected usage.

- Packages are available in blocks (for example 25, 50, 100, 200 support hours per year).
- The total annual cost depends on the size of the package selected.
- Larger packages are charged at a lower hourly rate.

4. Hourly Rates

Hourly rates vary based on the annual package selected.

A standard rate applies for any additional hours purchased outside the package.

5. What the Pricing Covers

The pricing covers:

- Minor configuration changes
- Issue investigation
- User access and permissions updates
- Support for existing integrations
- Small adjustments to existing reports or dashboards
- Testing support for minor changes
- Communication and updates through the service desk

6. Out-of-Scope Work

The following activities are not included in the managed service pricing:





- New system builds or major redesigns
 - Complex automation or development
 - New integrations or rebuilds of existing integrations
 - Large data changes or data cleansing
 - Zoho Creator application development
 - Project work requiring planning, discovery or phased delivery
- These activities are priced separately as project work.

7. Additional Costs

Additional project work will be scoped and estimated separately.

Any required Zoho licences are purchased directly from Zoho and are not included in this service.

8. Invoicing

Annual managed service packages are invoiced in advance.

Additional hours are invoiced monthly in arrears.

9. VAT

All prices are exclusive of VAT, which is charged at the prevailing rate.

10. Exit Costs

There are no exit costs. Organisations may request a summary of completed work at no extra charge.

