

Standard Support Pricing Document

MS InfoTech Ltd
Version 1.6

We provide different support packages to help you manage your business.

Basic	-	Basic support for simple applications
Advance	-	Support for complex applications hosted with multiple resources
Complex	-	Comprehensive support which requires on-site resources

All supports cover support on emails and voice channels.

Rates		
Rates and Levels	Support hours (additional support on request)	Rate (per day)
Basic	9 am – 6 pm	£ 650
Advance	9 am – 6 pm	£ 950
Complex	9 am – 6 pm	£ 1250

Below are price ranges for dedicated resources

		UK	offshore
Architecture roles			
Business architect			
	Trainee business architect	£ 750.00	£ 525.00
	Associate business architect	£ 950.00	£ 665.00
	Business architect	£ 1,450.00	£ 1,015.00
	Lead business architect	£ 1,750.00	£ 1,225.00
Data architect			
	Data architect	£ 750.00	£ 525.00
	Senior data architect	£ 950.00	£ 665.00
	Chief data architect	£ 1,450.00	£ 1,015.00
Enterprise architect			
	Enterprise architect	£ 1,150.00	£ 805.00
	Senior enterprise architect	£ 1,550.00	£ 1,085.00
	Lead enterprise architect	£ 1,750.00	£ 1,225.00
	Principal enterprise architect	£ 2,000.00	£ 1,400.00
Network architect			
	Associate network architect	£ 950.00	£ 665.00
	Network architect	£ 1,150.00	£ 805.00
	Lead network architect	£ 1,550.00	£ 1,085.00

Security architect

Security architect	£ 1,550.00	£ 1,085.00
Lead security architect	£ 1,750.00	£ 1,225.00
Principal security architect	£ 2,000.00	£ 1,400.00

Solution architect

Associate solution architect	£ 1,150.00	£ 805.00
Solution architect	£ 1,550.00	£ 1,085.00
Senior solution architect	£ 1,750.00	£ 1,225.00
Lead solution architect	£ 2,000.00	£ 1,400.00
Principal solution architect	£ 2,500.00	£ 1,750.00

Technical architect

Associate technical architect	£ 650.00	£ 455.00
Technical architect	£ 950.00	£ 665.00
Senior technical architect	£ 1,150.00	£ 805.00
Lead technical architect	£ 1,450.00	£ 1,015.00
Principal technical architect	£ 1,750.00	£ 1,225.00

Chief digital and data roles

Chief data officer

Chief data officer	£ 1,050.00	£ 735.00
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Cyber security governance and risk management

Associate cyber security governance and risk manager	£ 1,500.00	£ 1,050.00
Lead cyber security governance and risk manager	£ 2,000.00	£ 1,400.00
Principal cyber security governance and risk manager	£ 2,500.00	£ 1,750.00

Cyber security monitoring

Associate cyber security monitoring	£ 950.00	£ 665.00
Lead cyber security monitoring	£ 1,250.00	£ 875.00
Principal cyber security monitoring	£ 1,550.00	£ 1,085.00

Cyber security incident response

Associate cyber incident response	£ 750.00	£ 525.00
Lead cyber security incident response	£ 950.00	£ 665.00
Principal cyber security incident response	£ 1,250.00	£ 875.00

Cyber security vulnerability management

Associate cyber security vulnerability management	£ 750.00	£ 525.00
Lead cyber security vulnerability management	£ 950.00	£ 665.00
Principal cyber security vulnerability management	£ 1,250.00	£ 875.00
Cyber security digital forensics		
Associate cyber security digital forensics	£ 750.00	£ 525.00
Lead cyber security digital forensics	£ 950.00	£ 665.00
Principal cyber security digital forensics	£ 1,250.00	£ 875.00
Cyber security testing		
Associate cyber security testing	£ 750.00	£ 525.00
Lead cyber security penetration testing	£ 950.00	£ 665.00
Principal cyber security testing	£ 1,250.00	£ 875.00
Cyber security secure design		
Associate cyber security secure systems architecture and design	£ 750.00	£ 525.00
Lead cyber security secure systems architecture and design	£ 950.00	£ 665.00
Principal cyber security secure systems architecture and design	£ 1,250.00	£ 875.00
Data roles		
Analytics engineer		
Trainee analytics engineer	£ 550.00	£ 385.00
Analytics engineer	£ 750.00	£ 525.00
Senior analytics engineer	£ 950.00	£ 665.00
Lead analytics engineer	£ 1,250.00	£ 875.00
Head of analytics engineering	£ 1,550.00	£ 1,085.00
Data analyst		
Associate analyst	£ 750.00	£ 525.00
Data analyst	£ 950.00	£ 665.00
Senior data analyst	£ 1,250.00	£ 875.00
Principal data analyst	£ 1,550.00	£ 1,085.00
Data engineer		
Data engineer	£ 750.00	£ 525.00
Senior data engineer	£ 950.00	£ 665.00
Lead data engineer	£ 1,250.00	£ 875.00
Head of data engineering	£ 1,550.00	£ 1,085.00
Data ethicist		
Data ethics lead	£ 950.00	£ 665.00
Head of data ethics	£ 1,550.00	£ 1,085.00

Data governance manager			
	Data governance manager	£ 950.00	£ 665.00
	Lead data governance manager	£ 1,250.00	£ 875.00
	Head of data governance	£ 1,550.00	£ 1,085.00
Data scientist			
	Trainee data scientist	£ 350.00	£ 245.00
	Associate data scientist	£ 550.00	£ 385.00
	Data scientist	£ 750.00	£ 525.00
	Principal data scientist	£ 950.00	£ 665.00
	Lead data scientist	£ 1,250.00	£ 875.00
	Head of data science	£ 1,550.00	£ 1,085.00
Machine learning engineer			
	Senior machine learning engineer	£ 1,250.00	£ 875.00
	Lead machine learning engineer	£ 1,550.00	£ 1,085.00
Performance analyst			
	Associate performance analyst	£ 550.00	£ 385.00
	Performance analyst	£ 750.00	£ 525.00
	Senior performance analyst	£ 950.00	£ 665.00
	Lead performance analyst	£ 1,250.00	£ 875.00
	Head of performance analysis	£ 1,550.00	£ 1,085.00
IT operations roles			
Application operations engineer			
	Associate application operations engineer	£ 450.00	£ 315.00
	Application operations engineer	£ 650.00	£ 455.00
	Senior application operations engineer	£ 850.00	£ 595.00
	Lead application operations engineer	£ 1,150.00	£ 805.00
	Principal application operations engineer	£ 1,350.00	£ 945.00
Business relationship manager			
	Business relationship manager	£ 750.00	£ 525.00
	Senior business relationship manager	£ 950.00	£ 665.00
	Lead business relationship manager	£ 1,250.00	£ 875.00
Change and release manager			
	Configuration analyst	£ 750.00	£ 525.00
	Change and release analyst	£ 950.00	£ 665.00
	Change and release manager	£ 1,250.00	£ 875.00
Command and control centre manager			
	Operations analyst	£ 750.00	£ 525.00
	Senior operations analyst	£ 950.00	£ 665.00
	Operational control manager	£ 1,250.00	£ 875.00
	Head of command and control	£ 1,550.00	£ 1,085.00
End user computing engineer			
	Associate end user computing engineer	£ 550.00	£ 385.00

End user computing engineer	£ 750.00	£ 525.00
Senior end user computing engineer	£ 950.00	£ 665.00
Lead end user computing engineer	£ 1,250.00	£ 875.00
Principal end user computing engineer	£ 1,550.00	£ 1,085.00
IT service manager		
IT service analyst	£ 750.00	£ 525.00
IT service manager	£ 950.00	£ 665.00
Senior IT service manager	£ 1,250.00	£ 875.00
Head of IT service management	£ 1,550.00	£ 1,085.00
Incident manager		
Incident manager	£ 750.00	£ 525.00
Major incident manager	£ 950.00	£ 665.00
Infrastructure engineer		
Associate infrastructure engineer	£ 550.00	£ 385.00
Infrastructure engineer	£ 750.00	£ 525.00
Senior infrastructure engineer	£ 950.00	£ 665.00
Lead infrastructure engineer	£ 1,250.00	£ 875.00
Principal infrastructure engineer	£ 1,550.00	£ 1,085.00
Infrastructure operations engineer		
Associate infrastructure operations engineer	£ 550.00	£ 385.00
Infrastructure operations engineer	£ 750.00	£ 525.00
Senior infrastructure operations engineer	£ 950.00	£ 665.00
Lead infrastructure operations engineer	£ 1,250.00	£ 875.00
Principal infrastructure operations engineer	£ 1,550.00	£ 1,085.00
Problem manager		
Problem analyst	£ 950.00	£ 665.00
Problem manager	£ 1,250.00	£ 875.00
Service desk manager		
Service desk analyst	£ 750.00	£ 525.00
Senior service desk analyst	£ 950.00	£ 665.00
Service desk manager	£ 1,250.00	£ 875.00
Head of service desk	£ 1,550.00	£ 1,085.00
Service transition manager		
Service acceptance analyst	£ 550.00	£ 385.00
Service readiness analyst	£ 750.00	£ 525.00
Service transition manager	£ 950.00	£ 665.00
Lead service transition manager	£ 1,250.00	£ 875.00
Product and delivery roles		
Business analyst		
Trainee business analyst	£ 350.00	£ 245.00
Junior business analyst	£ 550.00	£ 385.00

Business analyst	£ 750.00	£ 525.00
Senior business analyst	£ 950.00	£ 665.00
Lead business analyst	£ 1,250.00	£ 875.00
Head of business analysis	£ 1,550.00	£ 1,085.00
Delivery manager		
Associate delivery manager	£ 750.00	£ 525.00
Delivery manager	£ 950.00	£ 665.00
Senior delivery manager	£ 1,250.00	£ 875.00
Head of (Agile) delivery management	£ 1,550.00	£ 1,085.00
Digital portfolio manager		
Digital portfolio analyst	£ 750.00	£ 525.00
Digital portfolio manager	£ 950.00	£ 665.00
Senior digital portfolio manager	£ 1,250.00	£ 875.00
Head of portfolio	£ 1,550.00	£ 1,085.00
Product manager		
Associate product manager	£ 550.00	£ 385.00
Product manager	£ 750.00	£ 525.00
Senior product manager	£ 950.00	£ 665.00
Lead product manager	£ 1,250.00	£ 875.00
Head of product	£ 1,550.00	£ 1,085.00
Programme delivery manager		
Programme delivery manager	£ 850.00	£ 595.00
Service owner		
Service owner	£ 850.00	£ 595.00
Quality assurance testing (QAT) roles		
Quality assurance testing (QAT) analyst		
Tester (QAT)	£ 550.00	£ 385.00
QAT analyst	£ 750.00	£ 525.00
Senior QAT analyst	£ 950.00	£ 665.00
Lead QAT analyst	£ 1,250.00	£ 875.00
Test engineer		
Tester (test engineer)	£ 550.00	£ 385.00
Test engineer	£ 750.00	£ 525.00
Senior test engineer	£ 950.00	£ 665.00
Lead test engineer	£ 1,250.00	£ 875.00
Test manager		
Test manager	£ 750.00	£ 525.00
Head of test	£ 950.00	£ 665.00
Software development roles		
Development operations (DevOps) engineer		
Apprentice DevOps engineer	£ 250.00	£ 175.00
Junior DevOps engineer	£ 450.00	£ 315.00
DevOps engineer	£ 650.00	£ 455.00

Senior DevOps engineer	£ 850.00	£ 595.00
Senior DevOps engineer - management	£ 950.00	£ 665.00
Lead DevOps engineer	£ 1,150.00	£ 805.00
Lead DevOps engineer - management	£ 1,250.00	£ 875.00
Principal DevOps engineer	£ 1,350.00	£ 945.00
Principal DevOps engineer - management	£ 1,450.00	£ 1,015.00
Frontend developer		
Apprentice frontend developer	£ 250.00	£ 175.00
Junior frontend developer	£ 550.00	£ 385.00
Frontend developer	£ 750.00	£ 525.00
Senior frontend developer	£ 950.00	£ 665.00
Lead frontend developer	£ 1,250.00	£ 875.00
Head of frontend development	£ 1,550.00	£ 1,085.00
Software developer		
Apprentice developer	£ 250.00	£ 175.00
Junior developer	£ 450.00	£ 315.00
Developer	£ 650.00	£ 455.00
Senior developer	£ 850.00	£ 595.00
Senior developer - management	£ 950.00	£ 665.00
Lead developer	£ 1,150.00	£ 805.00
Lead developer - management	£ 1,250.00	£ 875.00
Principal developer	£ 1,350.00	£ 945.00
Principal developer - management	£ 1,450.00	£ 1,015.00
User-centred design roles		
Accessibility specialist		
Junior accessibility specialist	£ 450.00	£ 315.00
Accessibility specialist	£ 750.00	£ 525.00
Senior accessibility specialist	£ 950.00	£ 665.00
Head of accessibility	£ 1,250.00	£ 875.00
Content designer		
Associate content designer	£ 250.00	£ 175.00
Junior content designer	£ 450.00	£ 315.00
Content designer	£ 750.00	£ 525.00
Senior content designer	£ 950.00	£ 665.00
Lead content designer	£ 1,250.00	£ 875.00
Head of content design	£ 1,550.00	£ 1,085.00
Content strategist		
Content strategist	£ 950.00	£ 665.00
Graphic designer		
Associate graphic designer	£ 250.00	£ 175.00
Junior graphic designer	£ 450.00	£ 315.00
Graphic designer	£ 750.00	£ 525.00
Senior graphic designer	£ 950.00	£ 665.00

	Lead graphic designer	£ 1,250.00	£ 875.00
	Head of graphic design	£ 1,550.00	£ 1,085.00
Interaction designer			
	Associate interaction designer	£ 250.00	£ 175.00
	Junior interaction designer	£ 450.00	£ 315.00
	Interaction designer	£ 750.00	£ 525.00
	Senior interaction designer	£ 950.00	£ 665.00
	Lead interaction designer	£ 1,250.00	£ 875.00
	Head of interaction design	£ 1,550.00	£ 1,085.00
Service designer			
	Associate service designer	£ 250.00	£ 175.00
	Junior service designer	£ 450.00	£ 315.00
	Service designer	£ 750.00	£ 525.00
	Senior service designer	£ 950.00	£ 665.00
	Lead service designer	£ 1,250.00	£ 875.00
	Head of service design	£ 1,550.00	£ 1,085.00
Technical writer			
	Technical writer	£ 950.00	£ 665.00
	Lead technical writer	£ 1,250.00	£ 875.00
User researcher			
	Associate user researcher	£ 250.00	£ 175.00
	Junior user researcher	£ 450.00	£ 315.00
	User researcher	£ 750.00	£ 525.00
	Senior user researcher	£ 950.00	£ 665.00
	Lead user researcher	£ 1,250.00	£ 875.00
	Head of user research	£ 1,550.00	£ 1,085.00

Standards for the consultancy day rate

Consultant's Working Day

8 hours exclusive of travel and lunch

Working week

Monday to Friday, excluding national holidays

Office Hours

09:00 – 17:30 Monday to Friday

Travel and Subsistence

Included in the day rate within M25.

Mileage

Registered Office: 105 Regent House Business Center, 13-15 George Street, Aylesbury, HP20 2HU

Registered in England and Wales no: 8513709 VAT: 165 4436 02

Web: www.msit.co.uk E-mail: contact@msit.co.uk

As above

Professional Indemnity Insurance
included in the day rate