

ROCK

Pricing Framework

Pricing document



About ROCK

ROCK is a technology services group delivering cloud, cybersecurity and managed IT services to public sector, healthcare, education, housing and regulated organisations.

Headquartered in the UK, the ROCK Group supports clients globally across and beyond Europe and North America.

The group is structured for scale and resilience, combining disciplined delivery with deep regulatory understanding. This enables ROCK to operate as a trusted partner in complex, high-assurance environments where reliability and security are critical.

The group operates through two focused service disciplines:

- As a Managed Service Provider (MSP), ROCK runs and optimises cloud platforms, infrastructure and modern workplace environments.
- As a Managed Security Service Provider (MSSP), ROCK delivers continuous cyber defence, risk management and compliance-led security operations.

These services can be consumed independently or combined into a unified operating model.

Clients partner with ROCK for clarity and confidence. From a client standpoint, every partnership is shaped by three principles.

Commitment – Through clear ownership and long-term partnership.

Proof – Through measurable outcomes, service metrics and transparent reporting.

Certainty – Through predictable delivery, resilient design and controlled change.

ROCK supports organisations to modernise securely and operate more effectively. We pair technical depth with practical guidance to support informed decisions and keep technology aligned to business priorities.

The group operates within a mature governance framework aligned to ISO 27001:2022, ISO 9001:2015 and Cyber Essentials Plus.

Engineering and service practices are consistent, repeatable and auditable, enabling scale while managing risk.

Ongoing investment in people, platforms and innovation strengthens capability and keeps services responsive to evolving needs. As a strategic partner, ROCK helps clients improve today while building the foundations for long-term change.

Responsible & Sustainable Delivery

ROCK is committed to delivering Social Value alongside high-quality technology services. Our approach is aligned to the UK Government Social Value Model and focuses on creating good jobs, developing skills, supporting inclusive employment, strengthening supply chains, protecting the environment, and promoting workforce wellbeing.

Social Value is embedded into how we operate as an organisation and how we deliver services, including through fair working practices, skills development and training, responsible supply chain management, environmental sustainability, and community engagement.

For each contract, commitments are tailored to customer needs and local context, and agreed during mobilisation and contract governance.

Pricing Overview

ROCK's pricing framework is designed to provide clarity, flexibility, and predictability across all service types.

Pricing models are selected based on the nature of the requirement, scope certainty, and operational complexity.

Pricing may be structured using one or more of the following models:

Fixed Price – For clearly defined scope, deliverables, and acceptance criteria.

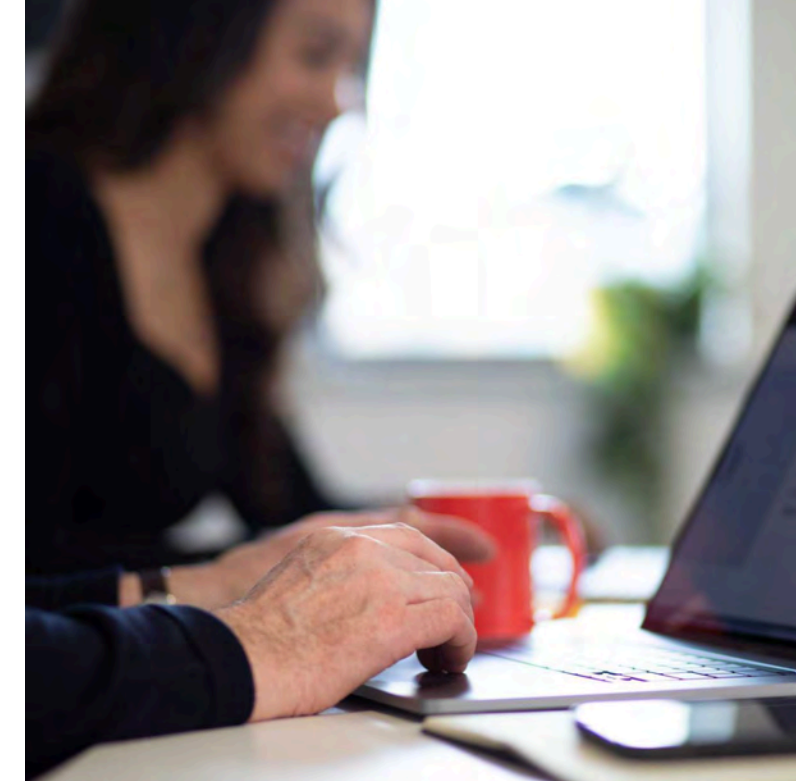
Time & Materials – For advisory, discovery-led, or evolving requirements, aligned to SFIA-based day rates.

Unit-Based Pricing – for managed services charged per user, device, workload, or service component.

Consumption-Aligned Pricing – where pricing reflects cloud usage or percentage of consumption

All pricing is exclusive of VAT.

Third-party licensing, cloud consumption, and hardware are charged separately unless explicitly stated.



“Our pricing model ensures organisations only pay for what they need, with scalable options that align services, outcomes and operational complexity.”

Fiona Russell Finance Business Partner, ROCK

Managed Services

ROCK provides modular, scalable managed services designed to support live operational environments across end-user, cloud, infrastructure, and security domains.

Services are structured to allow buyers to select only the components required, with pricing aligned to service scope and outcomes.

End-User & Device Support

Pricing may be based on per user, per device, or a fixed monthly service fee. Services typically include incident and request management, endpoint monitoring and lifecycle support, application and desktop troubleshooting, and policy enforcement and compliance support.

Cloud Platform Support

Pricing models may include per workload, per tenant, fixed monthly fees, or optional consumption-aligned pricing. Services may include monitoring and optimisation, backup and continuity management, governance and policy enforcement, identity and access management, and security and compliance monitoring.

Infrastructure & Network Support

Operational support for firewalls, switches, wireless infrastructure, hybrid or datacentre-hosted platforms, backup and disaster recovery, and connectivity and performance monitoring. Pricing typically blends fixed fees with per-device components.

Cyber Security Managed Services

Cyber security services may be priced per user, per device, or via fixed service tiers. Managed services may include endpoint protection, Managed Detection & Response (MDR), Extended Detection & Response (XDR), vulnerability management, identity protection, and user awareness and training.

Service Desk Pricing Options

ROCK offers flexible service desk pricing models, including per user/device pricing, volume-based pricing per ticket, and complex requirement pricing derived from SFIA-aligned resource levels and service outcomes.

Delivery & Consultancy

ROCK's Service Desk managed service delivers demonstrable improvements across service quality, operational resilience and management visibility, supporting both day-to-day service delivery and longer-term service improvement.

Projects & Change Delivery

ROCK delivers structured project and change services for technology transformation and improvement initiatives, including cloud and platform deployments, modern workplace rollouts, identity and access management implementations, infrastructure upgrades, security uplift programmes, and data migration.

Pricing is typically fixed price for well-defined scope or Time & Materials for agile or phased delivery.

Consultancy & Advisory

ROCK provides consultancy and advisory services to support strategic decision-making and specialist capability gaps. Services include cloud readiness assessments, architecture and security advisory, programme and portfolio advisory, and vCIO, vCTO, and vCISO services.

Pricing may be fixed price, SFIA-aligned day rates, or blended rates for multi-disciplinary teams.



Managed Service Licensing

These components are commonly bundled within managed services such as Managed Backup, Managed Security, and Secure Modern Workplace offerings.

Final service composition is confirmed via the Order Form.

Service	Unit	Price (£)
Cove Server Backup	Per server licence	£50.00
Cove Microsoft 365 Backup	Per server licence	£2.50
Cynet Cyber Security Platform	Per protected user / endpoint	£15.00



Rate card

SIFA Aligned

ROCK’s time and materials pricing is aligned to the Skills Framework for the Information Age (SFIA).

The table below provides a summary rate card showing how SFIA responsibility levels map to typical ROCK role profiles and day rates.

Detailed role matrices, job titles, and onshore/offshore variants are provided separately in the SFIA Pricing Tables, which form the authoritative rate card.

How to interpret this table

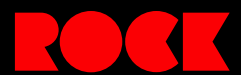
These rates represent standard onshore (UK) day rates aligned to SFIA responsibility levels.

Buyers typically select a small number of SFIA levels depending on complexity and risk.

Offshore rates and role-specific variations are defined in the detailed SFIA Pricing Tables.

The detailed SFIA tables take precedence for contractual pricing.

SFIA Level	SFIA Description	ROCK Role Mapping	Day Rate (UK)
Level 1 - Follow	Performs routine tasks under close supervision	Entry-Level / Junior Analyst	£450.00
Level 2 - Assist	Assists with tasks, works under supervision	Analyst / Junior Engineer	£525.00
Level 3 - Apply	Works independently on well-defined tasks	Engineer / Specialist	£600.00
Level 4 - Enable	Enables delivery, mentors others	Senior Engineer / Senior Analyst	£675.00
Level 5 - Ensure / Advise	Provides guidance, accountability and assurance	Consultant / Lead Engineer / Project Manager	£800.00
Level 6 - Influence	Influences strategy and senior stakeholders	Senior Consultant / Architect	£925.00
Level 7 - Strategy	Sets strategy and organisational direction	Principal Consultant / Enterprise Architect / v-CIO	£1050.00



Your Cloud and AI provider to
accelerate business transformation.

rock.co.uk