



G-Cloud 15 Pricing Document

Aaseya Pega Managed Services

1. Aaseya Pega Managed Services - Pricing

The pricing for Aaseya Pega Managed Services is structured as a monthly/quarterly/yearly managed service fee, designed to provide predictable costs while flexibly aligning to the customer's operational, support, and SLA requirements. Commercials are determined based on a combination of service coverage, delivery model, and support scope to ensure transparency and value.

Pricing is influenced by the following key dimensions:

Support Coverage Model

- Standard business hours (e.g., 9am–5pm UK)
- Extended UK working hours
- 7 days per week coverage
- 24×7×365 support, including on-call support for Priority 1 incidents

Delivery Location

- UK-only delivery
- Offshore delivery (India)
- Hybrid UK–India delivery model

Support Levels

- Inclusion of Level 1, Level 2, and Level 3 support
- Option for customer-managed L1 support with Aaseya providing L2/L3
- Defined monthly capacity for minor enhancements and change requests

Service Levels and SLAs

- Target response and resolution SLAs by priority
- Application availability and performance commitments
- Reporting and governance requirements

Platform Sustainment Options

- Evergreen services to keep the Pega platform current
- Preventive maintenance, optimisation, and technical debt reduction

Contract Structure

- Contract duration and commitment period
- Flexibility for scale-up or scale-down of support capacity

Based on an assessment of the above factors, Aaseya can provide a detailed and tailored commercial proposal aligned to the client's operational needs and governance expectations.

For customers preferring a more flexible commercial construct, **Aaseya can also deliver Pega Managed Services on a Time & Materials basis**, using a **SFIA-aligned rate card**.

2. Contact Information

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3. Pega - Skills for the Information Age (SFIA) Definitions and rate card

	Strategy and Architecture	Business Change	Solution Development and Implementation	Service Management	Procurement and Management Support	Client Interface
1. Follow	n/a	n/a	• Pega System Architect (CSA) • Quality Assurance Engineer • Quality Assurance Automation Engineer	• Pega System Architect (CSA)	n/a	n/a
2. Assist	n/a	n/a	• Pega System Architect (CSA) • Quality Assurance Engineer • Quality Assurance Automation Engineer	• Pega System Architect (CSA)	n/a	n/a
3. Apply	• Pega Senior System Architect (CSSA)	• Senior Business Analyst	• Pega Senior System Architect (CSSA) • Lead Quality Assurance Engineer • Lead Quality Assurance Automation Engineer	• Pega Senior System Architect (CSSA)	n/a	n/a
4. Enable	• Pega Senior System Architect (CSSA)	• Senior Business Analyst	• Pega Lead System Architect (CLSA) • Pega Experience Designer	• Pega Senior System Architect (CSSA)	• Project Manager / Scrum Master	• Project Manager / Scrum Master
5. Ensure or advise	• Pega Lead System Architect (CLSA)	• Lead Business Analyst	• Pega Lead System Architect (CLSA) • Pega Experience Designer	• Pega Lead System Architect (CLSA)	• Project Manager / Scrum Master	• Project Manager / Scrum Master
6. Initiate or influence	• Pega Lead System Architect (CLSA)	• Lead Business Analyst	• Pega Lead System Architect (CLSA) • Pega Experience Designer	• Pega Lead System Architect (CLSA)	• Programme Manager / Engagement Lead	• Programme Manager / Engagement Lead
7. Set strategy or inspire	• Pega Principal System Architect (CLSA)	• Principal Business Analyst	• Pega Principal System Architect (CLSA)	• Pega Lead System Architect (CLSA)	• Account Director	• Account Director

4. Pega Service pricing in the UK - SFIA

	Strategy and Architecture	Business Change	Solution Development and Implementation	Service Management	Procurement and Management Support	Client Interface
1. Follow	n/a	n/a	£600	£600	n/a	n/a
2. Assist	n/a	n/a	£600	£600	n/a	n/a
3. Apply	£700	£700	£700	£700	n/a	n/a
4. Enable	£700	£700	£850	£700	£850	£850
5. Ensure or advise	£850	£850	£850	£850	£850	£850
6. Initiate or influence	£850	£850	£850	£850	£950	£950
7. Set strategy or inspire	£950	£950	£950	£950	£950	£950

5. Pega Service Pricing (Off-Shore in India)

	Strategy and Architecture	Business Change	Solution Development and Implementation	Service Management	Procurement and Management Support	Client Interface
1. Follow	n/a	n/a	£200	£200	n/a	n/a
2. Assist	n/a	n/a	£200	£200	n/a	n/a
3. Apply	£250	£250	£250	£250	n/a	n/a
4. Enable	£250	£250	£370	£250	£370	£370
5. Ensure or advise	£370	£370	£370	£370	£370	£370
6. Initiate or influence	£370	£370	£370	£370	£400	£400
7. Set strategy or inspire	£400	£400	£400	£400	£400	£400

6. Standards for consultancy day rate cards

- Consultant's working day: 8 hours exclusive of travel and lunch
- Working week: Monday to Friday excluding national holidays
- Office hours: 9:00am to 5:00pm Monday to Friday
- Travel, mileage subsistence: Included in day rate within M25. Payable at department's standard travel and subsistence rates outside M25
- Mileage: As for travel, mileage subsistence
- Professional indemnity insurance: included in day rate

