

Managed Service Pricing Document

G-Cloud 15

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Legal Entity:	Private limited Company
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FluidOne Managed Services

Pricing Overview

Indicative “From” Pricing Structure for Managed IT & Cloud Services

1. Introduction

This Pricing Overview accompanies the FluidOne Managed Services – Service Definition and provides flexible “from” pricing to support budgetary planning. All pricing is indicative and subject to discovery and scope.

2. Managed Service Pricing

Service	Description	From Price
End-User Support (Business Hours)	Pod-based L1–L3 support, ticket triage, remote fixes, request fulfilment	£20 per user/month
Patch Management	Monitoring Windows devices for missing or outdated updates Covers all types of updates: security, feature, quality, and drivers	£5 per device
Onsite Engineering (Scheduled)	Planned onsite visits for audits and BAU tasks	£800 per day
Ad-Hoc Field Engineer Dispatch	Incident-based site attendance	£800 per day

3. Cloud Services Pricing

Service	Description	From Price
Azure IaaS Management	VM lifecycle, patching, governance, cost optimisation	£75 per VM/month
Azure Monitoring & Telemetry	Alerting, dashboards, KQL tuning	£50 per VM/month
Network & Security Policy Governance	NSG, firewall, CA policy, tagging compliance	£75 per subscription/month
Microsoft 365 Administration	Exchange, SharePoint, OneDrive, Teams, identity lifecycle	£20 per user/month
Defender XDR Management	Endpoint, identity, email, cloud app threat response	£15 per device/month

4. Backup, DR & Continuity

Service	Description	From Price
Azure Backup Management	Vault monitoring, alerts, restores	£25 per protected instance/month
Azure Site Recovery (ASR)	DR readiness, failover testing, runbooks	£60 per protected server/month
Annual DR Test Cycle	Evidence pack, failover report	£3000 per test cycle

5. Migration Services (Project-Based)

Migration Type	Description	From Price
Exchange Online Migration	Mailbox migration	£50 per mailbox
File server → SharePoint/OneDrive	Structured data migration	£150 per TB
Tenant-to-Tenant consolidation	Cross-tenant identity & workloads	£75 per user
Azure infrastructure migration	Rehost/re-platform/refactor	£2000 per workload

6. Governance, Reporting & SDM

Service	Description	From Price
Service Delivery Management (SDM)	Monthly reviews, SLA governance, CSI roadmap	£3000 per month
Reporting & Analytics Pack	SLA, Secure Score, cost, capacity, incident trends	£1000 per month

7. Optional Add-On Services

Optional Service	Description	From Price
vCIO / vCTO advisory	Strategic roadmap, budgeting, cloud maturity	£7000 per month
Professional Services & Consultancy	Architecture, cyber uplift, modernisation	£1050 per day

8. Commercial Assumptions

- All pricing is starting (“from”) and subject to refinement during technical onboarding.
- Microsoft licensing, Azure consumption, and third-party tooling are excluded unless explicitly quoted.
- Minimum terms or minimum user/device counts may apply.
- Volume discounts may be available for multi-site groups.