Levels	Offering	Description	Agents Included	Price
Level 1	Configuring Standard Agents	Activate and configure out-of-the-box SaaS agents (e.g., Oracle/Salesforce): roles & permissions, prompts/policies, environments, and go-live support. No custom dev.	1 / 5 / 10	Standard Rates £1.5k / £3.7k / £6k repectively
Level 2	Customizing Standard Agents	Extend standard agents using AI Agent Studio/Agentforce: add connectors & API calls, refine workflows/prompts, light UI changes, compliance guardrails. Low–mid complexity.	1	TBD
Level 3	Custom-built Agents	Design & build net-new agents (OCI/Azure/AWS): tool calling, RAG/knowledge integrations, multi-step workflows, ERP/ITSM integrations, test & deployment. Higher complexity.	1	TBD
Level 4	Management and Orchestration	Central catalog & governance: provisioning, access control, telemetry/monitoring, crew/flow orchestration, scaling, incident mgmt,	N/A	TBD
Additional	AskEBS	Lets users ask natural-language questions directly inside Oracle E-Business Suite and get secure, role-based answers without moving data	N/A	Standard £7.5k

Pricing for Levels 2–4 is effort-based (create/customize/orchestrate) and will be mutually agreed with the prospect during solution scoping.