

Infoblox DDI & Universal DDI *Pricing*

G-Cloud 15



Pricing



Below is Vizst's pricing based on our standard support packages (see next page for details). We are flexible in our support approach and understand that every customer has unique needs, so we are happy to discuss alternative models.

The majority of Vizst Technology's services can be customised based on your environment, infrastructure, skills and desired outcomes. As such we always recommend an initial scoping and discovery activity to determine the resource profile and pricing for a given call-off request.

Note pricing excludes vendor support, licenses and any hardware.

	Essentials Support Tier
	Price/month
Universal DDI User License	£0.80 per User
Universal DDI Server License	£1.20 per Server
Universal DDI Reporting Credit	£0.70 per Credit

Vizst Services *Overview*



	BREAK FIX		ESSENTIAL		ENHANCED MOST POPULAR		PREMIUM	
	SUPPORT HOURS: Mon-Fri, 08:00-18:00 excludes public holidays		SUPPORT HOURS: Mon-Fri, 08:00-18:00 excludes public holidays		SUPPORT HOURS: Mon-Fri, 08:00-18:00 excludes public holidays		SUPPORT HOURS: 24x7x365	
	ON CALL: Available out of hours POA		ON CALL: Available out of hours POA		ON CALL: Available out of hours POA		ON CALL: Included	
	Incident Response	Resolution Time	Incident Response	Resolution Time	Incident Response	Resolution Time	Incident Response	Resolution Time
P1	8 hours	N/A	4 hours	8 hours	2 hours	4 hours	30 mins	2 hours
P2	16 hours	N/A	8 hours	16 hours	4 hours	8 hours	1 hour	4 hours
P3	32 hours	N/A	16 hours	24 hours	8 hours	16 hours	2 hours	16 hours
P4	48 hours	N/A	24 hours	5 working days	16 hours	3 working days	4 hours	24 hours
Online Customer Portal Access	✓		✓		✓		✓	
Telephone & Email Support	✓		✓		✓		✓	
Remote Access Support	✓		✓		✓		✓	
Monitoring			✓		✓		✓	
Next Business Day Hardware Replacement			✓		✓		✓	
Technical Reviews			Bi-Yearly		Quarterly		Quarterly	
Quarterly Service Reports & Reviews			✓		✓		✓	
Software Update Releases (Major & Minor)			✓		✓		✓	
Appliance Backups			✓		✓		✓	
Patching Update Support			✓		✓		✓	
Named Account Manager			✓		✓		✓	

Add-on options include:

- Block Hours
- Service Delivery Manager
- Network Assessments
- Fully Managed Services

Order *Process*

Where Vizst Technology has been selected as the only appropriate supplier available on G-Cloud, we will work with the Customer to discuss requirements and produce a G-Cloud Call Off Order Form that describes timescales, dependencies, deliverables, etc. and commits a price. The G-Cloud Call-Off Order Form can then be formally issued and signed by both parties, subject to respective procurement policies and processes. Once a signed Order Form and purchase order has been received, work can be scheduled.

For any further information or where a competition between multiple shortlist or longlist vendors is required as per G-Cloud procurement guidelines, please contact us.

Your *trusted* technology partner

To find out how you can benefit from our Managed Networks service, please email sales@vizst.com or call us on 03333 442204

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