

Pricing Overview

Our Consumption Unit Pricing model provides a transparent, flexible approach to purchasing IT services where you pay only for what you use. We work with you to define the solution, agree on metrics, and convert these into standardised **Consumption Units charged at £1 per unit**.

This approach aligns your IT costs directly with business activity-when demand is high, you consume more units; when its low, costs reduce accordingly. You maintain full control and visibility while gaining the flexibility to scale services up or down as your needs change.

How It Works

Step 1: Solution Design & Scoping

We begin by understanding your requirements and designing a solution tailored to your needs. This collaborative process ensures we identify the right services, integrations, and support levels for your organisation.

Step 2: Metric Definition

Together, we define the metrics that best represent the value you receive from the service. These metrics should be:

- ✓ **Measurable:** We can accurately track and report them
- ✓ **Meaningful:** They reflect actual business value or service consumption
- ✓ **Predictable:** You can reasonably estimate your usage patterns

Common metrics include:

- **Software and SaaS:** Active users, named users, concurrent sessions, feature modules enabled
- **API services:** API calls, requests processed, data records returned
- **AI and automation:** Tokens processed, model inferences, automated actions executed
- **Service desk:** Tickets raised, incidents resolved, service requests fulfilled
- **Professional services:** Consultancy hours, project deliverables, change requests completed
- **Data services:** Records processed, reports generated, data transformations

Step 3: Unit Conversion

Once metrics are agreed, we establish a total number of consumption units needed, for example:

- ✓ 1 active user per month = 3 Consumption Units
- ✓ 1,000 API calls = 2 Consumption Units
- ✓ 10,000 AI tokens processed = 3 Consumption Unit
- ✓ 1 service desk ticket resolved = 3 Consumption Units

These conversion rates are documented in your service agreement and remain fixed for the contract duration unless mutually agreed otherwise.

Step 4: Contract Agreement

We agree a contract term (typically 12, 24, or 36 months) that includes:

- ✓ Base commitment (optional) - A minimum monthly unit consumption providing cost certainty
- ✓ Unit rate - Fixed at £1 per Consumption Unit for the contract term
- ✓ Service levels - Response times, availability guarantees, and support inclusions
- ✓ Scope - Clearly defined services and any exclusions

Step 5: Service Delivery

We provision and manage the services. You receive:

- ✓ Consumption reports showing units used by metric category
- ✓ Alerts when approaching thresholds or budgets
- ✓ A single, clear invoice based on actual consumption

Benefits of Consumption Unit Pricing

For Your Organisation

- ✓ **Cost alignment:** IT expenses directly correlate with business activity and value received
- ✓ **Financial flexibility:** Shift from capital expenditure to operational expenditure
- ✓ **No shelfware:** Stop paying for licences or services you do not use
- ✓ **Instant scalability:** Scale up for projects or peak periods without new procurement cycles
- ✓ **Budget predictability:** Optional base commitments provide cost floors for planning
- ✓ **Transparency:** Clear, itemised billing with no hidden charges

How We Support You

- ✓ **Reporting:** Detailed consumption breakdown by service and metric
- ✓ **Budget alerts:** Proactive notifications when approaching thresholds
- ✓ **Regular reviews:** Optimise your consumption profile and service mix
- ✓ **Single invoice:** All services consolidated into one clear monthly bill