SCG.WORLD Limited
1st Floor, 85 Great Portland St
London W1W 7LT, UK
UK Company 10183664.

M365 and Hybrid SOC and Security Enhancement Services - G-Cloud 15 Lot 3 (Cloud Support) – Product Pricing Schedule

1. Overview of Service Offering

Service Name: M365 and Hybrid SOC and Security Enhancement Services

Lot: 3 – Cloud Support

Supplier: SCG

This service delivers cloud-aligned security enhancement, SOC support uplift, incident response guidance, Zero Trust capability alignment, Microsoft security tooling optimisation, and continuous security-posture improvement for UK Public Sector organisations.

The service provides structured support for threat monitoring, alert triage, configuration guidance, threat-hunting assistance, compliance-aligned reporting, and specialist support in hybrid or cloud-hosted environments.

2. Pricing Tables (GBP, ex-VAT)

The following pricing schedule reflects the *three SOC tiers* included in the supplied pricing matrix. A

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2.1 SOC Service Tiers

Essential Protect (8×5)

Feature	Description
Monitoring Coverage	24×7 Monitoring
Support Hours	8×5 (Business Hours response)
Primary Focus	Foundational Protection
Microsoft Tools Managed	Defender for Endpoint, Identity, Office 365, Sentinel
SOC Monitoring (Sentinel)	Business-hour alert triage
Incident Management	Detection, triage & escalation
Threat Hunting	—
Log Retention (Sentinel)	30 Days
Compliance & Governance	Secure Score Review (Monthly), Review Logs, Sensitivity Labels and DLP
Reporting	Monthly Summary
Microsoft Intune Integration	Device compliance visibility, Sentinel and Entra alerts, Remediation Alerts
Defender for Cloud	Optional
Automation (SOAR)	Standard runbooks
Threat Intelligence Feed	Microsoft 365 Defender
Support Model	Email & Ticket (8×5)
Ideal For	Small businesses starting SOC adoption
Implementation Duration	~2 weeks (SCG discounted £500/day rate)
Price per User	£14.99 (minimum £600/month)
Price per Device	Custom depending on Hardware
Additional Cloud Licensing/Azure	Customer responsibility

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Advanced Guard (16×5)

Feature	Description
Monitoring Coverage	24×7 Monitoring
Support Hours	16×5 (Extended Hours response)
Primary Focus	Proactive Detection
Microsoft Tools Managed	Defender XDR (Endpoint, Cloud Apps, Identity), Sentinel
SOC Monitoring	Continuous extended-hour alert triage
Incident Management	Managed response guidance
Threat Hunting	Weekly KQL-driven hunts
Log Retention	90 Days
Compliance & Governance	ISO/NIST report mapping plus Essential Protect features
Reporting	Bi-weekly Incident + Monthly Review
Microsoft Intune Integration	Same as Essential Protect
Defender for Cloud	Server & Cloud Resource Protection
Automation (SOAR)	Custom alert workflows
Threat Intelligence Feed	Microsoft Threat Analytics
Support Model	Email, Phone & Teams (16×5)
Ideal For	Mid-sized organisations with hybrid workloads
Implementation Duration	~3 weeks (SCG discounted £500/day rate)
Price per User	£22.99 (minimum £1,100/month)
Price per Device	Custom depending on Hardware
Additional Cloud Licensing/Azure	Customer responsibility

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Elite Shield (24×7)

Feature	Description
Monitoring Coverage	24×7 Monitoring and Response
Support Hours	24×7
Primary Focus	Full Lifecycle SOC & Compliance
Microsoft Tools Managed	Defender for Endpoint + Defender XDR + Sentinel + Defender for Cloud + Intune + Entra ID
SOC Monitoring	24×7 real-time monitoring and response
Incident Management	Automated response (SOAR) & containment
Threat Hunting	Continuous & custom rule-based hunts
Log Retention	365 Days + Tiered Archival
Compliance & Governance	Full Compliance Dashboards (ISO, HIPAA, GDPR) using Priva & Purview
Reporting	Weekly Threat Intel + Quarterly Posture Review
Microsoft Intune Integration	Device health, compliance, automated remediation
Defender for Cloud	Azure Workload Protection & Posture Management
Automation (SOAR)	Automated logic-app response (customised)
Threat Intelligence Feed	Microsoft + internal curated TI
Support Model	Dedicated Analyst (24×7)
Ideal For	Regulated SMEs needing full coverage
Implementation Duration	4–8 weeks (SCG discounted £500/day rate)
Price per User	£44.99 (minimum £1,800/month)
Price per Device	Custom depending on Hardware
Additional Cloud Licensing/Azure	Customer responsibility

3. Add-Ons & Options

From the service definition:

- Additional posture assessments
- Enhanced incident-response support (call-off dependent)
- Additional reporting packs
- Optional stakeholder briefings

Pricing for these will follow SCG's standard daily rate or fixed-price packs (not included in the SOC pricing table).

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4. Framework Discount

As per the SaaS pricing model structure:

A **Framework Discount (X%)** may be applied and declared in the Digital Marketplace submission.

5. Mechanism for Establishing Price

Pricing is calculated using:

1. SOC tier selected
2. User/device numbers
3. Minimum monthly commitment
4. Any framework discount
5. Optional extensions/add-ons

6. Price Certainty & Adjustments

- Prices fixed for contract term
- True-up permitted
- True-down only at renewal
- Cloud consumption charges billed monthly

7. Dependencies & Assumptions

From the service definition:

- Active Microsoft 365/Azure tenant
- Customer must provide access/permissions
- Log shipping must be enabled
- Internet connectivity required

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8. G-Cloud Call-Off Schedule 5 Mapping

This Pricing Schedule maps to:

- Schedule 5 (Pricing)
- Schedule 2 (Service Levels)
- Schedule 12 (Security)

9. Commercial Terms

- Invoicing monthly/annual
- No cancellation mid-term for fixed licences
- Exit supported via Microsoft export tools

10. Category Mapping

Mapped to G-Cloud 15 Lot 3 Security categories, including:

- Security Incident Management
- Security Risk Management
- Security Audit Services
- Cloud Support Services