

Appendix A – Pricing

Consulting as a Service (CaaS)

Customer Success	Basic	Standard	Premium	Enterprise
Named Users Access	1	2	3	5
Monthly Cost	£1,285	£2,375	£4,466	£7,755
Passes to X4U	0	0	2	4
Carryover Hours Quarterly	0%	5%	7.5%	10%
Global Access Add On (if required)	£550	£875	£1,100	£1,455
Discount on Professional Services rate card	0	5%	7.5%	10%
Max Monthly Hours (CaaS only)	10	20	40	75

Global Extended Support

Global Extended Support	Basic	Standard	Premium	Enterprise
Named Users Access	1	2	3	5
Level 1 & Level 2– Monthly cost	£690	£784	£1095	£1550
Carryover Hours Quarterly	0%	0%	5%	7.5%
Discount on Professional Service Rates	0%	0%	5%	7.5%
Discount on CaaS rate if purchased together	0%	0%	5%	7.5%
Max monthly Hours	5	7	10	15