

ALVAO Software Services
G-Cloud Pricing
January 2026

1 Introductory Provisions

- 1.1 The following document describes the prices for ALVAO Software Services.
- 1.2 Unless expressly stated otherwise, terms here written with a leading capital letter shall have the meaning given in Article 1 of the ALVAO Software Services G-Cloud Terms and Conditions document.
- 1.3 This document is effective from 1 January 2026.

2 Online Application Pricing

- 2.1 Online Application is subscription based and provided by
 - 2.1.1 Annual Subscription or
 - 2.1.2 Monthly Subscription.
- 2.2 Monthly Subscription is 10% more expensive per unit than Annual Subscription.
- 2.3 All prices are excluding VAT.
- 2.4 Annual Subscription for Online Application - ALVAO Asset Management Product

2.4.1 Prices per Computer per Month

Computers	Standard Edition	Professional Edition	Enterprise Edition
50 – 1,000	£1.5	£2	£3
1,001 – 2,500	£1.2	£1.8	£2.5
2,501 – 5,000	£1	£1.5	£2
> 5,000	£0.9	£1.3	£1.8

Each license covers one computer and up to 50 additional items. These can include IT devices (like printers, monitors, routers, switches, etc.) and non-IT assets (like furniture, cars, machines, etc). Minimum subscription of 50 computers.
For example, 50 licenses allow you to track 50 computers plus 2,500 other items.

2.4.1 Edition description

Online Application - Asset Management	Standard Edition	Professional Edition	Enterprise Edition
ALVAO Asset Management	✓	✓	✓
Module Discovery Agent	✓	✓	✓
Module Software Asset Management	✓	✓	✓
Module ALVAO Electronic Handover Forms	✓	✓	✓
Module ALVAO Inventory Audits	✓	✓	✓
Module ALVAO Endpoint Management Connectors	✓	✓	✓
Module ALVAO Configuration Management		✓	✓
Module ALVAO SNMP Network Discovery		✓	✓
Module ALVAO Asset Management Monitoring Connectors		✓	✓
Module ALVAO Asset Management Ticketing Connectors		✓	✓
Module ALVAO Asset Management Microsoft Multidomain Authentication		✓	✓
Module ALVAO Asset Management Enterprise API		✓	✓
Module ALVAO Asset Management Custom Apps		✓	✓
Module ALVAO Asset Management Intelligence (AI)			✓
SSO, AAD	✓	✓	✓
Uptime SLA	99.9%	99.9%	99.9%

Data Residency (Microsoft Azure UK)	✓	✓	✓
Independent Reporting Storage			✓
Sandbox - second instance (no SLA guarantee)			✓

- 2.5 Annual Subscription for Online Application - ALVAO Service Desk Product.
You can choose from two licensing models.

2.5.1 Prices per Agent per Month

Agents	Standard Edition	Professional Edition	Enterprise Edition
3 – 5	£37	£44	£59
6 – 15	£35	£42	£56
16 – 30	£33	£39	£53
31 - 75	£32	£37	£50
76 – 200	£28	£33	£44
> 200	Bespoke price		

Per-agent licensing model. Only agents can solve requests. Unlimited number of requesters. Minimum subscription of 3 agents.

2.5.2 Prices per User per Month

Users	Standard Edition	Professional Edition	Enterprise Edition
50 – 100	£1.9	£2.2	£3
101 – 300	£1.8	£2.1	£2.8

301 – 600	£1.7	£2	£2.7
601 – 1,500	£1.6	£1.9	£2.5
1,501 – 4,000	£1.4	£1.7	£2.2
> 4,000	Bespoke price		

Per-user licensing model. Anyone can solve requests at a fraction of the cost of a standard agent license. Recommended if you need to handle tasks across an organization (Enterprise Service Management) including IT, HR, Facilities management, Legal, Marketing, Engineering, and more. Minimum subscription of 50 users.

2.5.3 Edition description

Online Application - Service Desk	Standard Edition	Professional Edition	Enterprise Edition
ALVAO Service Desk	✓	✓	✓
Module ALVAO for Outlook	✓	✓	✓
Module ALVAO for Teams	✓	✓	✓
Module ALVAO Satisfaction Feedback	✓	✓	✓
Module ALVAO Advanced Workflows	✓	✓	✓
Module ALVAO Knowledge Base SharePoint Connector		✓	✓
Module ALVAO Azure DevOps Connector		✓	✓
Module ALVAO Service Desk Monitoring Connectors		✓	✓
Module ALVAO Service Desk Microsoft Multidomain Authentication		✓	✓

Module ALVAO Service Desk Enterprise API		✓	✓
Module ALVAO Service Desk Custom Apps		✓	✓
Module ALVAO Automatic Content Translation			✓
Module ALVAO Knowledge Base AI Assistant			✓
Module ALVAO Service Desk AI Assistant			✓
Module ALVAO Service Desk Intelligence (AI)			✓
SSO, AAD	✓	✓	✓
Uptime SLA	99.9%	99.9%	99.9%
Data Residency (Microsoft Azure UK)	✓	✓	✓
Independent Reporting Storage			✓
Sandbox - second instance (no SLA guarantee)			✓

2.6 Fees for exceeding the Included storage

The 'Increase storage by 1 GB per month' fee applies to Production, Reporting and Sandbox repositories.

Service	Price ex VAT
Increase storage by 1 GB per month	£0.24

3 Additional Services Pricing

3.1 Prepaid Technical Support services

Service	Price ex VAT
ALVAO SaaS Support Essential per month	included
ALVAO SaaS Support Premium per month	£395
ALVAO SaaS Support Platinum per month	£895
Additional prepaid one (1) hour of ALVAO SaaS Support	£72

3.2 5-Day Basic Implementation Package

3.2.1 Led by one of our seasoned consultants, this five (5) man-day implementation is specifically focused on quickly getting you up and running on the core capabilities of your ALVAO IT Service Management solution.

3.2.2 Technical layer • Connection to customer AAD tenant (Single Sign-On) • WebApp configuration (HTTPS) • Mailbox connection • Pilot HW/SW scan (using Alvao agents or connection to Microsoft Intune)

3.2.3 Data layer • Data quality and input strategy • Importing users • Configuring the default service catalog and CMDB • Overseeing data input by the customer

3.2.4 Training layer • Administrator training - configuration capabilities • Asset lifecycle walk-through (ITAM) • Ticket lifecycle walk-through (ITSM) – user, solver • Publishing standard report to customer's Power BI tenant

Service	Price ex VAT
5-Day Basic Implementation Package	£3,600

3.3 The scope and cost of Full implementation can only be quantified after understanding the customer's requirements.

Service	Price ex VAT
Consultant per man-day	£720
Software Developer per man-day	£900