



Managed Public Cloud: Pricing Document

Our managed cloud hosting services are structured around three tiers: Standard, Professional, and Enterprise. Each tier is priced based on a percentage of your monthly Cloud Service Provider (CSP) spend.

Service	Price
Managed Cloud Standard	20% of your monthly Azure spend for the tenant(s) in scope
Managed Cloud Professional	35% of your monthly Azure spend for the tenant(s) in scope
Managed Cloud Enterprise	45% of your monthly Azure spend for the tenant(s) in scope

The following tables provide a comprehensive overview of what is included in each of the above 3 services (standard, professional and enterprise).

MCS01	Cloud Governanace		Managed Cloud Standard	Managed Cloud Professional	Managed Cloud Enterprise
		Cloud Management Platform	✓	✓	✓
		Tenant Policy Governance	✓	✓	✓
		Cloud Asset Governance		✓	✓
		Cloud Asset Tagging		✓	✓
		Cloud Governance Report		Quarterly	Monthly
		Cloud Governance Review			✓
MCS02	Cloud Monitoring & Support		Managed Cloud Standard	Managed Cloud Professional	Managed Cloud Enterprise
		Installation & Configuration	✓	✓	✓
		Monitoring and Alerts	✓	✓	✓
		Azure Platform Monitoring	✓	✓	✓
		Incident Management	✓	✓	✓
		Web Portal Access		✓	✓
		Service Monitoring			✓
		URL monitoring			✓
		Custom Alerts			✓
		Reporting			✓

MCS03	Evros Protect		Managed Cloud Standard	Managed Cloud Professional	Managed Cloud Enterprise
		Azure VM Backup Management	✓	✓	✓
		Evros Cloud Vault			Optional (£35 per TB)
		Azure Disaster Recovery			✓
		Office365 Backup			Optional (£6.60 per user – min 100 users)
MCS04	Cloud Optimisation		Managed Cloud Standard	Managed Cloud Professional	Managed Cloud Enterprise
		Cloud Cost Monitoring	✓	✓	✓
		Untagged asset monitoring		✓	✓
		Resource Utilisation Monitoring		✓	✓
		Costs Visability & Trending		✓	✓
		Rightsize Reporting			Quarterly
		Hybrid Benefit Assessment			Quarterly
		Refactor recommendations			Quarterly
		BU Perspective Reporting			Quarterly

MCS05	Cloud Security Operations		Managed Cloud Standard	Managed Cloud Professional	Managed Cloud Enterprise
Identity Management					
		Privileged Identify Management		✓	✓
		User Lifecycle management		✓	✓
		Roles & Permissions Management		✓	✓
		Active Directory Monitoring			✓
		Active Directory Reporting			✓
Firewall Management (Fair usage applies to this service)					
		Firewall Licenses			
		Firewall IP Configuration		✓	✓
		Configuration Backups		✓	✓
		Firewall policy & ACL management		✓	✓
		VPN Configuration		✓	✓
		Reporting			✓
		Intrusion Detection and Prevention			✓
		URL Filtering			✓
MCS06	Cloud Expert Engineering (optional day rate – extra)				
		Project Support			✓
		Change requests		✓	✓
		Incident Support		✓	✓
		Cloud Strategy Support			✓

Please note that Logic monitor is deployed to monitor the resources in a tenant. Eir business monitors approximately 30% of your resources as standard. Additional monitoring can be purchased at £18.00 per resource per annum ex VAT. The table below provides a comprehensive view of the services where logic monitor is provided as standard and where it is not. Please note that the below list of Azure services is not exhaustive as Microsoft are constantly developing new services which can be monitored by eir business.

Azure Service's	Logic Monitor Monitored as standard
Analysis Services	Yes
Anomaly detector	No
Apache Spark pool	Yes
API Connection	No
API Management service	No
App Service	Yes
App Service (Slot)	No
App Service Certificate	Yes
App Service plan	Yes
Application Gateway	Yes
Application Gateway WAF policy	Yes
Application group	No
Application Insights	Yes
Application security group	No
Automation Account	No
Availability set	No
Availability test	No
Azure AD Domain Services	Yes
Azure Cache for Redis	Yes
Azure compute gallery	No
Azure Cosmos DB account	Yes
Azure Cosmos DB API for MongoDB account	No
Azure Data Box	No
Azure Data Factory*	Yes
Azure Database for MySQL single server	Yes

Azure Database for PostgreSQL flexible server	Yes
Azure Database for PostgreSQL single server	Yes
Azure Databricks Service	Yes
Azure DevOps organization	Yes
Azure Workbook	No
B2C Tenant	Yes
Backup vault	Yes
Bastion	Yes
Capacity pool	Yes
Cloud service (classic)	No
Cognitive services multi-service account	No
Computer vision	No
Connection	No
Container instances	Yes
Container registry	Yes
Container registry webhook	No
Data Catalog	Yes
Data collection rule	Yes
Data factory	No
Data factory (V2)	Yes
Data Lake Analytics	Yes
Data Lake Storage Gen1	Yes
Data Share	Yes
DDoS protection plan	No
Dedicated SQL pool	No
Dedicated SQL pool (formerly SQL DW)	No
Disk	No
DNS zone	Yes
Endpoint	No
Event Grid Domain	Yes
Event Grid System Topic	No
Event Grid Topic	No

Event Hubs Namespace	Yes
ExpressRoute circuit	Yes
Firewall	Yes
Firewall Policy	No
Form recognizer	No
Front Door and CDN profiles	Yes
Front Door WAF policy	No
Function App	Yes
Host pool	Yes
Image	No
Image Template	No
Integration account	No
IP Group	No
Key Vault	Yes
Kubernetes service	Yes
Load Balancer	Yes
Local network gateway	No
Log Analytics query pack	Yes
Log Analytics workspace	Yes
Logic app	Yes
Machine Learning	Yes
Machine Learning Studio (classic) workspace	Yes
Managed Identity	Yes
Migration project	No
NetApp account	Yes
Network interface	Yes
Network Security Group	No
Network Watcher	No
Notification Hub	No
Notification Hub Namespace	Yes
NSG Flow log	No
Power BI Embedded	No

Private DNS zone	No
Private endpoint	No
Proximity placement group	No
Public IP address	Yes
Public IP Prefix	Yes
QnA maker	Yes
Recovery Services vault	Yes
Regular Network Interface	Yes
Relay	No
Restore Point Collection	No
Route filter	Yes
Route table	No
Runbook	Yes
SaaS	No
Scaling plan	No
Search service	No
Security Centre	No
Service Bus Namespace	Yes
Shared dashboard	Yes
SignalR	No
Snapshot	No
Solution	No
Speech service	No
SQL Database	Yes
SQL elastic pool	Yes
SQL Server	No
SQL Virtual Machine	No
SSH key	Yes
Storage Account	Yes
Storage account (classic)	No
Storage Sync Service	No
StorSimple Device Manager	Yes

Stream Analytics job	Yes
Synapse workspace	Yes
Template spec	No
Traffic Manager Profile	Yes
URL Monitoring	Yes
Virtual machine	Yes
Virtual machine scale set	Yes
Virtual network	Yes
Virtual network gateway	Yes
VM image definition	Yes
VM image version	No
Volume	No
VPN Gateway	No
Web App Bot	Yes
Workspace	No

Build migration and transition costs

Any services consumed through this offer will carry a transition card, which can be called off from our SFIA rate card on a time and materials basis.

Skills For the Information Age (SFIA) Definitions and rate card

Standard rate card

	Strategy and architecture	Change and transformation	Development and implementation	Delivery and operation	People and skills	Relationships and engagement
1. Follow	£936.00	£936.00	£936.00	£936.00	£936.00	£936.00
2. Assist	£1,089.00	£1,089.00	£1,089.00	£1,089.00	£1,089.00	£1,089.00
3. Apply	£1,129.80	£1,129.80	£1,129.80	£1,129.80	£1,129.80	£1,129.80
4. Enable	£1,191.00	£1,191.00	£1,191.00	£1,191.00	£1,191.00	£1,191.00
5. Ensure, advise	£1,313.40	£1,313.40	£1,313.40	£1,313.40	£1,313.40	£1,313.40
6. Initiate, influence	£1,497.00	£1,497.00	£1,497.00	£1,497.00	£1,497.00	£1,497.00
7. Set strategy, inspire, mobilise	£1,650.00	£1,650.00	£1,650.00	£1,650.00	£1,650.00	£1,650.00

Standards for consultancy day rate cards

- **Consultant's working day:** 8 hours exclusive of travel and lunch
- **Working week:** Monday to Friday excluding national holidays
- **Office hours:** 9:00am to 5:00pm Monday to Friday
- **Travel, mileage subsistence:** Included in day rate within M25. Payable at department's standard travel and subsistence rates outside M25
- **Mileage:** As for travel, mileage subsistence
- **Professional indemnity insurance:** included in day rate

Level definitions

	Autonomy	Influence	Complexity	Business skills	Knowledge
1. Follow	Works under close direction. Uses little discretion in attending to enquiries. Is expected to seek guidance in unexpected situations.	Minimal Influence. May work alone or interact with immediate colleagues.	Performs routine activities in a structured environment. Requires assistance in resolving unexpected problems. Participates in the generation of new ideas.	• Has sufficient oral and written communication skills for effective engagement with immediate colleagues. • Uses basic systems and tools, applications and processes. • Demonstrates an organised approach to work. Has basic digital skills to learn and use applications and tools for their role. • Learning and professional development — contributes to identifying own development opportunities. • Security, privacy and ethics — understands and complies with organisational standards.	Has a basic generic knowledge appropriate to area of work. Applies newly acquired knowledge to develop new skills.
2. Assist	Works under routine direction. Uses limited discretion in resolving issues or enquiries. Determines when to seek guidance in unexpected situations. Plans own work within short time horizons.	Interacts with and may influence immediate colleagues. May have some external contact with customers, suppliers and partners. Aware of need to collaborate with team and represent users/customer needs..	Performs a range of work activities in varied environments. May contribute to routine issue resolution. May apply creative thinking or suggest new ways to approach a task.	• Has sufficient oral and written communication skills for effective engagement with colleagues and internal users/ customers. • Understands and uses appropriate methods, tools, applications and processes. • Demonstrates a rational and organised approach to work. • Has sufficient digital skills for their role.	Has gained a basic domain knowledge. Demonstrates application of essential generic knowledge typically found in industry bodies of knowledge. Absorbs new information when it is presented systematically and applies it effectively

	Autonomy	Influence	Complexity	Business skills	Knowledge
				• Learning and professional development — identifies and negotiates own development opportunities. • Security, privacy and ethics — is fully aware of organisational standards. Uses appropriate working practices in own work.	
3. Apply	Works under general direction. Receives specific direction, accepts guidance and has work reviewed at agreed milestones. Uses discretion in identifying and responding to complex issues related to own assignments. Determines when issues should be escalated to a higher level. Plans and monitors own work (and that of others where applicable) competently within limited deadlines.	Interacts with and influences colleagues. May oversee others or make decisions which impact routine work assigned to individuals or stages of projects. Has working level contact with customers, suppliers and partners. Understands and collaborates on the analysis of user/customer needs and represents this in their work. Contributes fully to the work of teams by appreciating how own role relates to other roles.	Performs a range of work, sometimes complex and nonroutine, in a variety of environments. Applies a methodical approach to routine and moderately complex issue definition and resolution. Applies and contributes to creative thinking or finds new ways to complete tasks.	• Demonstrates effective oral and written communication skills when engaging on issues with colleagues, users/ customers, suppliers and partners. • Understands and effectively applies appropriate methods, tools, applications and processes. • Demonstrates judgement and a systematic approach to work. • Effectively applies digital skills and explores these capabilities for their role. • Learning and professional development — takes the initiative to develop own knowledge and skills by identifying and negotiating appropriate development opportunities. • Security, privacy and ethics — demonstrates appropriate working practices and knowledge in non-routine work. Appreciates how own role and others support appropriate working practices.	Has sound generic, domain and specialist knowledge necessary to perform effectively in the organisation typically gained from recognised bodies of knowledge and organisational information. Has an appreciation of the wider business context. Demonstrates effective application and the ability to impart knowledge found in industry bodies of knowledge. Absorbs new information and applies it effectively
4.	Works under general direction within a clear	Influences customers, suppliers and partners	Work includes a broad range of	• Communicates fluently, orally and in writing, and can present complex	Has a thorough understanding of recognised generic industry

	Autonomy	Influence	Complexity	Business skills	Knowledge
Enable	framework of accountability. Exercises substantial personal responsibility and autonomy. Uses substantial discretion in identifying and responding to complex issues and assignments as they relate to the deliverable/scope of work. Escalates when issues fall outside their framework of accountability. Plans, schedules and monitors work to meet given objectives and processes to time and quality targets.	at account level. Makes decisions which influence the success of projects and team objectives. May have some responsibility for the work of others and for the allocation of resources. Engages with and contributes to the work of cross-functional teams to ensure that customers and user needs are being met throughout the deliverable/scope of work. Facilitates collaboration between stakeholders who share common objectives. Participates in external activities related to own specialism.	complex technical or professional activities, in a variety of contexts. Investigates, defines and resolves complex issues. Applies, facilitates and develops creative thinking concepts or finds innovative ways to approach a deliverable	information to both technical and non-technical audiences when engaging with colleagues, users/customers, suppliers and partners. • Selects appropriately from, and assesses the impact of change to applicable standards, methods, tools, applications and processes relevant to own specialism. • Demonstrates an awareness of risk and takes an analytical approach to work • Maximises the capabilities of applications for their role and evaluates and supports the use of new technologies and digital tools. • Contributes specialist expertise to requirements definition in support of proposals. • Shares knowledge and experience in own specialism to help others. • Learning and professional development — maintains an awareness of developing practices and their application and takes responsibility for driving own development. Takes the initiative in identifying and negotiating their own and supporting team members' appropriate development opportunities. Contributes to the development of others. • Security, privacy and ethics — fully understands the importance and application to own work and the operation of the organisation. Engages or works with specialists as necessary	bodies of knowledge and specialist bodies of knowledge as necessary. Has gained a thorough knowledge of the domain of the organisation. Is able to apply the knowledge effectively in unfamiliar situations and actively maintains own knowledge and shares with others. Rapidly absorbs and critically assesses new information and applies it effectively

	Autonomy	Influence	Complexity	Business skills	Knowledge
5. Ensure, advise	Works under broad direction. Work is often self-initiated. Is fully responsible for meeting allocated technical and/or group objectives. Analyses, designs, plans, executes and evaluates work to time, cost and quality targets. Establishes milestones and has a significant role in the assignment of tasks and/or responsibilities.	Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism. Makes decisions which impact the success of assigned work, i.e. results, deadlines and budget. Has significant influence over the allocation and management of resources appropriate to given assignments. Leads on user/customer and group collaboration throughout all stages of work. Ensures users' needs are met consistently through each work stage. Builds appropriate and effective business relationships across the organisation and with customers, suppliers and partners. Creates and supports collaborative ways of working across group/area of responsibility. Facilitates collaboration between	Implements and executes policies aligned to strategic plans. Performs an extensive range and variety of complex technical and/or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Engages and coordinates with subject matter experts to resolve complex issues as they relate to customer/organisational requirements. Understands the relationships between own specialism and customer/organisational requirements.	• Demonstrates leadership in operational management. • Analyses requirements and advises on scope and options for continual operational improvement. • Assesses and evaluates risk. • Takes all requirements into account when making proposals. • Shares own knowledge and experience and encourages learning and growth. • Advises on available standards, methods, tools, applications and processes relevant to group specialism(s) and can make appropriate choices from alternatives. • Understands and evaluates the organisational impact of new technologies and digital services. • Creatively applies innovative thinking and design practices in identifying solutions that will deliver value for the benefit of the customer/stakeholder. • Clearly demonstrates impactful communication skills (oral, written and presentation) in both formal and informal settings, articulating complex ideas to broad audiences. • Learning and professional development — takes initiative to advance own skills and identify and manage development opportunities in area of responsibility. • Security, privacy and ethics — proactively contributes to the implementation of appropriate working practices and culture.	Is fully familiar with recognised industry bodies of knowledge both generic and specific, and knowledge of the business, suppliers, partners, competitors and clients. Develops a wider breadth of knowledge across the industry or business. Applies knowledge to help to define the standards which others will apply

	Autonomy	Influence	Complexity	Business skills	Knowledge
		stakeholders who have diverse objectives.			
6. Initiate, influence	Has defined authority and accountability for actions and decisions within a significant area of work, including technical, financial and quality aspects. Establishes organisational objectives and assigns responsibilities.	Influences policy and strategy formation. Initiates influential relationships with internal and external customers, suppliers and partners at senior management level, including industry leaders. Leads on collaboration with a diverse range of stakeholders across competing objectives within the organisation. Makes decisions which impact the achievement of organisational objectives and financial performance.	Contributes to the development and implementation of policy and strategy. Performs highly complex work activities covering technical, financial and quality aspects. Has deep expertise in own specialism(s) and an understanding of its impact on the broader business and wider customer/organisation.	• Demonstrates leadership in organisational management. • Understands and communicates industry developments, and the role and impact of technology. • Manages and mitigates organisational risk. • Balances the requirements of proposals with the broader needs of the organisation. • Promotes a learning and growth culture in their area of accountability. • Leads on compliance with relevant legislation and the need for services, products and working practices to provide equal access and equal opportunity to people with diverse abilities. • Identifies and endorses opportunities to adopt new technologies and digital services. • Creatively applies a wide range of innovative and/or management principles to realise business benefits aligned to the organisational strategy. • Communicates authoritatively at all levels across the organisation to both technical and non-technical audiences articulating business objectives. • Learning and professional development — takes the	Has developed business knowledge of the activities and practices of own organisation and those of suppliers, partners, competitors and clients. Promotes the application of generic and specific bodies of knowledge in own organisation. Develops executive leadership skills and broadens and deepens their industry or business knowledge.

	Autonomy	Influence	Complexity	Business skills	Knowledge
				initiative to advance own skills and leads the development of skills required in their area of accountability. • Security, privacy and ethics — takes a leading role in promoting and ensuring appropriate working practices and culture throughout own area of accountability and collectively in the organisation.	
7. Set Strategy, inspire, mobilise	At the highest organisational level, has authority over all aspects of a significant area of work, including policy formation and application. Is fully accountable for actions taken and decisions made, both by self and others to whom responsibilities have been assigned.	Inspires the organisation, and influences developments within the industry at the highest levels. Makes decisions critical to organisational success. Develops long-term strategic relationships with customers, partners, industry leaders and government. Collaborates with leadership stakeholders ensuring alignment to corporate vision and strategy.	Applies the highest level of leadership to the formulation and implementation of strategy. Performs extensive strategic leadership in delivering business value through vision, governance and executive management. Has a deep understanding of the industry and the implications of emerging technologies for the wider business environment.	• Has a full range of strategic management and leadership skills. • Communicates the potential impact of emerging practices and technologies on organisations and individuals and assesses the risks of using or not using such practices and technologies. • Establishes governance to address business risk. • Ensures proposals align with the strategic direction of the organisation. • Fosters a learning and growth culture across the organisation. • Assess the impact of legislation and actively promotes compliance and inclusivity. • Advances the knowledge and/or exploitation of technology within one or more organisations. • Champions creativity and innovation in driving strategy development to enable business opportunities. • Communicates persuasively and convincingly across own organisation, industry and government to audiences at all levels. • Learning and professional development — ensures that	Has established a broad and deep business knowledge including the activities and practices of own organisation and a broad knowledge of those of suppliers, partners, competitors and clients. Fosters a culture to encourage the strategic application of generic and specific bodies of knowledge within their own area of influence.

	Autonomy	Influence	Complexity	Business skills	Knowledge
				the organisation develops and mobilises the full range of required skills and capabilities. • Security, privacy and ethics — provides clear direction and strategic leadership for the implementation of working practices and culture throughout the organisation.	