

Tetra Connect Pricing

All prices are exclusive of VAT.

How pricing works

Tetra Connect is priced as an **annual subscription per Production Deployment**, based on:

- **Total Person Records (TPR)** across all Systems of Record (SoRs), and
- **Number of SoR Integrations.**

Optional services (support tiers, managed service, onboarding, and additional environments) are priced separately using fixed unit prices.

Definitions

Production Deployment

One logical production installation of Tetra Connect serving a single organisation/tenant boundary.

Non-Production Environment

A logically separate deployment used for development, testing, staging, or UAT.

System of Record (SoR) Integration

A distinct upstream system or authoritative dataset integrated into Tetra Connect for ingestion and matching.

SoR counting rules:

- Combining multiple upstream systems into a single feed does **not** reduce SoR count; SoRs are counted by underlying systems.
- Splitting one upstream system into multiple extracts/feeds does **not** increase SoR count.
- Operationally distinct systems (for example, separate governance/ownership or separate technical endpoints) are treated as distinct SoRs.

Total Person Records (TPR)

The total number of person records across all SoRs that are **in scope for matching** and held within the active searchable/matchable dataset.

TPR excludes records retained only for archive/compliance that are not searchable/matchable by the service.

Annual platform subscription (customer-hosted)

Base platform licence fee (per Production Deployment)

Includes:

- **2 SoR Integrations**
- **2 Non-Production Environments**
- **Standard Support** as defined in Tetra Connect's Digital Marketplace listing

TPR band (Total Person Records)	Annual base fee
Up to 5 million	£120,000
Over 5 million to 25 million	£150,000

Over 25 million to 100 million	£170,000
Over 100 million to 250 million	£200,000
Over 250 million	£250,000

Additional SoR integrations (beyond the included 2)

Charged per SoR per year:

Additional SoR range	Fee per SoR / year
SoR 3 to 5	£15,000
SoR 6 to 10	£12,000
SoR 11 to 20	£8,000
SoR 21 and above	£6,000

Annual subscription calculation:

Annual subscription = base platform fee (by TPR band) + sum of additional SoR fees + optional add-ons.

Example

A customer with **80 million person records**, **6 SoR integrations**, **4 environments** (Dev, Test, Staging, Production), and **Enhanced Support**:

Item	Calculation	Annual cost
Base platform fee	80M records → Over 25M to 100M band	£170,000
Additional SoRs (3–5)	3 SoRs × £15,000	£45,000
Additional SoR (6)	1 SoR × £12,000	£12,000
Additional Non-Production Environment	3 non-prod – 2 included = 1 × £18,000	£18,000
Enhanced Support	Per deployment	£35,000
Total		£280,000

Support and service options

Standard Support (included)

- Service desk ticketing (business hours)
- Access to standard releases and security patches
- Technical guidance for configuration and known issues

Enhanced Support (optional)

£35,000 per year per Production Deployment.

Includes:

- Named technical contact
- Tighter response targets
- Quarterly service health check / review

Managed Service (optional)

Where selected, Tetra provides an end-to-end managed service. Managed Service may be delivered in either:

- **Customer-hosted** (Tetra operates the service within the customer's AWS environment), or
- **Tetra-hosted** (Tetra provides and operates the AWS hosting environment).

Managed Service is charged per Production Deployment:

Managed service delivery model	Monthly fee	Annual fee
Managed Service (Customer-hosted)	£15,000	£180,000
Managed Service (Tetra-hosted, includes hosting)	£24,000	£288,000

Managed Service includes:

- Monitoring and alerting configuration and ownership
- Incident triage and operational response
- Release management and patching coordination
- Routine operational maintenance and service reporting

Where **Tetra-hosted** is selected, the Managed Service fee includes hosting infrastructure for:

- **1x Production environment and 1x Non-Production environment**
- Load balancer and required networking components
- EFS (or equivalent shared storage) with an included storage allowance
- Backup configuration and standard log/metric retention configuration

Included storage allowance (Tetra-hosted):

- 2 TB of EFS storage across Production and Non-Production is included.
- Additional EFS storage: £350 per TB per month.

Environments

Included Non-Production Environments (customer-hosted)

For customer-hosted deployments, the base subscription includes **2 Non-Production Environments**.

Additional Non-Production Environments (optional)

£18,000 per year per additional Non-Production Environment.

Onboarding (one-off fixed packages)

Package	Scope	One-off fee
Onboarding S	Up to 2 SoRs, baseline configuration, initial rules/tuning, go-live support	£40,000
Onboarding M	Up to 5 SoRs, enhanced rules/tuning, knowledge transfer, go-live support	£60,000
Onboarding L	Up to 10 SoRs, complex tuning, operational handover support, go-live support	£80,000

Additional SoR onboarding beyond the package limit: **£15,000 one-off per additional SoR.**

Custom and Additional Support

Custom and additional support is charged at Tetra's standard consultant rates:

SFIA 8 Rate Card

SFIA level	Strategy & Architecture	Change & Transformation	Development & Implementation	Delivery & Operation
Follow	N/A	N/A	N/A	N/A
Assist	N/A	N/A	N/A	N/A
Apply	N/A	N/A	N/A	N/A
Enable	£795	£795	£795	£795
Ensure, Advise	£995	£995	£995	£995
Initiate, Influence	£1,195	£1,195	£1,195	£1,195
Set Strategy, Inspire, Mobilise	£1,395	£1,395	£1,395	£1,395

Standards for consultancy 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
- Mileage: As for travel, mileage subsistence
- Professional indemnity insurance: included in day rate