

G-Cloud 15

Pricing Document Lot 2b – Workato Platform

Introduction

This pricing document applies to G-Cloud 15. Prices are offered exclusive of VAT and are deemed to be the maximum that Cloudorizon could charge for the grade of consultant offered Government Digital and Data Profession Capability Framework. Minimum charge period is half a day. All rates are exclusive of travel and subsistence expenses.

Discounts

The rates above are the maximum for the grade; for longer or larger programmes, projects or projects involving teams of consultants, Cloudorizon may discount the rates.

Workato Platform Licensing

Workato Pricing Model Overview

Workato's pricing model consists of three components:

1. **Platform Fee** (Fixed) - Core functionality and features
2. **Consumption (Tasks)** (Variable) - Pay-per-use based on integration activity
3. **Onboarding & Support** - Professional services and ongoing support

Platform Fee: Three Plans

Standard Edition - £40,000 per year

- Workspaces and Users
 - Unlimited Standard Workspaces, unlimited users
 - Automation HQ Admin Workspace
- Product Capabilities
 - Application integration
 - Process Automation
 - Conversational bots (Slack, Teams)
- Connectivity
 - Unlimited Connections
 - Connector SDK
 - 3 Enterprise WorkBots (Slack/Teams)
- Security Governance and Data Protection
 - SAML/SSO, MFA Authentication, JIT Provisioning

- RBAC (standard and custom roles)
 - Custom Oauth Profiles
 - 30-day log retention
- Lifecycle Management and Operations
 - 3 environments per workspace
 - Test Automation
 - RecipeOps

Add Ons

Concurrency - £2,000 each

Business Edition - £70,000 per year

- Workspaces and Users
 - Unlimited Standard Workspaces, unlimited users
 - Automation HQ Admin Workspace
- Product Capabilities
 - Application integration
 - Process Automation
 - Conversational bots (Slack, Teams)
 - 10 Workflow App Users
 - Data Integration (ETL, ELT, reverse ETL)
 - API Platform
 - Workato insights
- Connectivity
 - Unlimited Connections
 - Connector SDK
 - 10 active OPAs for on-premise app connectivity
 - 10 Enterprise WorkBots (Slack/Teams)
- Security Governance and Data Protection
 - SAML/SSO, MFA Authentication, JIT Provisioning
 - RBAC (standard and custom roles)
 - Custom Oauth Profiles
 - 30-day log retention
- Lifecycle Management and Operations
 - 3 environments per workspace
 - Test Automation
 - RecipeOps
 - Log Service
 - Dependency Graph
 - Platform APIs (user, workspace, recipe, projects)
- Concurrency
 - 15 per AHQ
- AI Capabilities (available on request)
 - AI by Workato
 - Workato Copilot (Recipes, connectors)

Add Ons

- Concurrency - £2,000 each
- 10 Workflow App Users Annually - £800 / 10 user bundle

- On Premise Agent - £500/OPA

Enterprise Edition - £100,000 per year

- Workspaces and Users
 - Unlimited Standard Workspaces, unlimited users
 - Automation HQ Admin Workspace
- Product Capabilities
 - Application integration
 - Process Automation
 - Conversational bots (Slack, Teams)
 - 10 Workflow App Users
 - Data Integration (ETL, ELT, reverse ETL)
 - API Platform
 - Workato insights
 - Event Streams
- Connectivity
 - Unlimited Connections
 - Connector SDK
 - 30 active OPAs for on-premise app connectivity
 - Unlimited Enterprise WorkBots (Slack/Teams)
- Security Governance and Data Protection
 - SAML/SSO, MFA Authentication, JIT Provisioning
 - RBAC (standard and custom roles)
 - Custom Oauth Profiles
 - Data Masking
 - Runtime user connections
 - Activity audit
 - Encryption key per customer, hourly rotation
 - SCIM provisioning
 - External Secrets Manager
 - Enterprise Key (BYOK)
 - Audit Log-Streaming
 - 90-day log retention
 - Zero data logging
- Lifecycle Management and Operations
 - 3 environments per workspace
 - Test Automation
 - RecipeOps
 - Log Service
 - Dependency Graph
 - Platform APIs (user, workspace, recipe, projects)
- Concurrency
 - 15 per AHQ
- AI Capabilities (available on request)
 - AI by Workato
 - Workato Copilot (Recipes, connectors)

Add Ons

- Concurrency - £2,000 each

- 10 Workflow App Users Annually - £800 / 10 user bundle
- On Premise Agent - £500/OPA

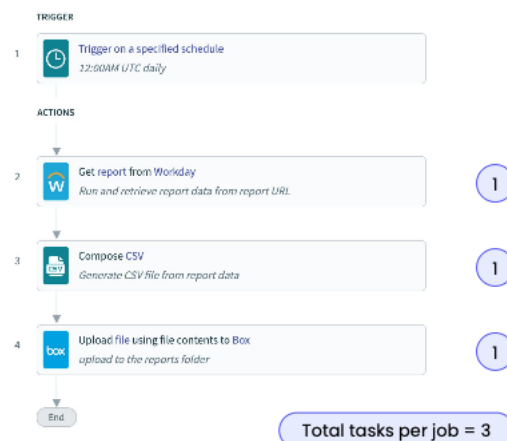
Consumption

What is a task?

- Workato recipes are built using a trigger and multiple actions to handle the trigger event.
- A task is a unit of work that occurs every time a recipe performs an action that requires compute resources.
- Every time a recipe invokes an action provided by a connector count as one task.
- Each task for the action in an app could be a single operation or batch/bulk operation.
- Trigger and other flow control actions are not counted as tasks.
- Cloudforizon's Team partners with our clients to ensure design best practices are followed to optimise consumption

How Tasks are Counted

- Workato will execute actions in the recipe for every trigger event received.
- The entire flow of each trigger event through the recipe is referred to as a job.
- All successful actions executed in the recipe that qualify as tasks will be counted as part of the total number of tasks for a given job.
- Each child's job created for any recipe function call has its own total number of tasks.
- Repeat jobs (manual or RecipeOps) are counted as separate jobs.



Task Based Pricing

Pricing Tiers by Task Volume	Cost / 1M Standard Tasks	HVR Tier 1 (4-15M)	HVR Tier 2 (>15-30M)	HVR Tier 3 (>30M)
≥ 1M tasks/year	15,000	45,000	67,500	Custom
≥ 5M tasks/year	14,550	43,650	65,475	Custom
≥ 10M tasks/year	13,950	41,850	62,775	Custom
≥ 15M tasks/year	13,250	39,750	59,625	Custom
≥ 25M tasks/year	12,450	37,350	56,025	Custom
≥ 50M tasks/year	11,600	34,800	52,200	Custom
≥ 75M tasks/year	10,650	31,950	47,925	Custom
≥ 100M tasks/year	9,800	29,400	44,100	Custom
≥ 150M tasks/year	8,950	26,850	40,275	Custom
≥ 250M tasks/year	8,150	24,450	36,675	Custom
≥ 350M tasks/year	7,300	21,900	32,850	Custom
≥ 500M tasks/year	6,600	19,800	29,700	Custom

Quarterly true-ups apply for task consumption monitoring

Support Plans

Standard Support (Included in subscription)

- 8x5 Standard support and response times
- 24x7 access to Workato Success Portal

- Automation Institute
- Product Documentation
- Community Forums / Product Knowledge

Premier Support (15% of licence)

- 12x5 Premier support and response times
- Monthly Automation Guidance from a Workato Technical Consultant (up to 1 hour)
- Annual Business Review
- 24x7 access to Workato Success Portal
 - Automation Institute
 - Product Documentation
 - Community Forums / Product Knowledge

Premier Support Pricing example

Business Edition = £70,000

1 million tasks = £ 15,000

Total = £85,000

Premier Support = £85,000 x 15% = £12,750

Total cost £85,000 + £12,750 = £97,750

Enterprise Support (25% of licence, £25K minimum)

- 24x7x365 Enterprise support and response times
- Expedited Case Management
- Designated Technical Consultant (up to 1 hour/week) for office hours
- Designated Success Representative
 - Business Reviews
 - Readiness Reviews
 - Value Realisation Report
- 24x7 access to Workato Success Portal
 - Automation Institute
 - Product Documentation
 - Community Forums / Product Knowledge

Enterprise Support Pricing example

Business Edition = £70,000

1 million tasks = £ 15,000

Total = £85,000

Premier Support = £85,000 x 25% = £21,250

Total cost £85,000 + £21,250 = £106,250

Designated Technical Consultant

Office Hours supported by the designated Technical Consultant may include:

- Architecture & design guidance
- SDK connector guidance
- Recipe build guidance
- Workato best practices and feature enablement
- Recipe optimization guidance
- Automation troubleshooting

Unused hours do not roll over to subsequent weeks or months.

DOES NOT include:

- Hands-to-keyboard development
- Strategic advisory
- Management and escalation of product support tickets and enhancements

Service Level Agreements (SLA)

Support Plan & Hours		Response Time*			
Support Plan	Support Hours	Severity 1	Severity 2	Severity 3	Severity 4
Standard	Monday-Friday 8:00am-5:00pm	4 Business Hours	8 Business Hours	4 Business Days	7 Business Days
Premier	Monday-Friday 6:00am-6:00pm	2 Business Hours	4 Business Hours	3 Business Days	5 Business Days
Enterprise	24x7x365	1 Hour	4 Hours	2 Business Days	3 Business Days

*Business Hours will exclude local public holidays and are based on local times in accordance with the Customer's location

Severity Definitions

Workato's Product Support team will assess the severity of the Customer's reported issue, assign a severity level as set forth in the following table. The Customer must provide full details of the issue, including the steps necessary to enable Workato to reproduce the problem.

Severity	Definition
Severity 1	Major service disruption - No workaround exists Issues that significantly impact the performance and functionality of all major features of the Workato platform causing severe disruption to customer's use of the Workato platform. Environment/Workspace: Production
Severity 2	Key functionality is impaired - Temporary workaround available Issues that significantly impact the performance and functionality of a key feature of the Workato platform that causes significant disruption of customer's use of the Workato platform. Environments/Workspace: Production, Test/UAT
Severity 3	Moderate impact - Reasonable workaround available Issues that impact the performance and functionality of a feature of the Workato platform that causes some degradation in customer's use of the Workato platform. Environments/Workspace: Production, Test/UAT, Dev
Severity 4	Minor impact Issues that are minor, cosmetic, usability or documentation-related issues or general product feature/function queries. Environments/Workspace: Production, Test/UAT, Dev

Onboarding Packages

Basic - £,5000

20 hours over 6 weeks

Covers:

- Platform & environment setup
- Enablement assistance
- Implementation guidance and support
- Production readiness assessment

Quick Start - £10,000

40 hours over 6 weeks

Covers:

- Platform & environment setup
- Enablement assistance
- Implementation guidance and support
- Production readiness assessment
- **Core** best practices guidance

Jump Start - £20,000

80 hours over 12 weeks

Covers:

- Platform & environment setup
- Enablement assistance
- **Extended** implementation guidance and support
- Production readiness assessment
- **Extended** best practices guidance

Terms:

Onboarding must begin within 45 days from the Effective Date

Onboarding hours expire after 90 days from initial start date