

Standard Support Pricing Document

Kode Technology Ltd
Version 1.2

We provide different support packages to help you manage your business.

- Basic - Basic support for simple applications
- Advance - Support for complex applications hosted with multiple resources
- Complex - Comprehensive support which requires on-site resources

All supports cover support on emails and voice channels.

Rates		
Rates and Levels	Support hours (additional support on request)	Rate (per day)
Basic	9 am – 6 pm	£ 650
Advance	9 am – 6 pm	£ 950
Complex	9 am – 6 pm	£ 1250

Below are price ranges for dedicated resources

			UK
Architecture roles			
Business architect			
	Trainee business architect		£ 750.00
	Associate business architect		£ 950.00
	Business architect		£ 1,450.00
	Lead business architect		£ 1,750.00
Data architect			
	Data architect		£ 750.00
	Senior data architect		£ 950.00
	Chief data architect		£ 1,450.00
Enterprise architect			
	Enterprise architect		£ 1,150.00
	Senior enterprise architect		£ 1,550.00
	Lead enterprise architect		£ 1,750.00
	Principal enterprise architect		£ 2,000.00
Network architect			
	Associate network architect		£ 950.00

	Network architect	£ 1,150.00
	Lead network architect	£ 1,550.00
Security architect		
	Security architect	£ 1,550.00
	Lead security architect	£ 1,700.00
	Principal security architect	£ 2,050.00
Solution architect		
	Associate solution architect	£ 1,100.00
	Solution architect	£ 1,500.00
	Senior solution architect	£ 1,800.00
	Lead solution architect	£ 2,100.00
	Principal solution architect	£ 2,600.00
Technical architect		
	Associate technical architect	£ 650.00
	Technical architect	£ 900.00
	Senior technical architect	£ 1,100.00
	Lead technical architect	£ 1,450.00
	Principal technical architect	£ 1,750.00
Chief digital and data roles		
Chief data officer		
	Chief data officer	£ 1,050.00
Chief information security officer		
	Chief information security officer	£ 900.00
Chief technology officer		
	Chief technology officer	£ 1,200.00
Chief technology officer		
	Lead cyber security audit and assurance	£ 1,550.00
	Principal cyber security audit and assurance	£ 2,000.00
Cyber security governance and risk management		
	Associate cyber security governance and risk manager	£ 1,500.00
	Lead cyber security governance and risk manager	£ 2,000.00
	Principal cyber security governance and risk manager	£ 2,500.00
Cyber security monitoring		

	Associate cyber security monitoring	£ 950.00
	Lead cyber security monitoring	£ 1,250.00
	Principal cyber security monitoring	£ 1,550.00
Cyber security incident response		
	Associate cyber incident response	£ 750.00
	Lead cyber security incident response	£ 950.00
	Principal cyber security incident response	£ 1,250.00
Cyber security vulnerability management		
	Associate cyber security vulnerability management	£ 750.00
	Lead cyber security vulnerability management	£ 950.00
	Principal cyber security vulnerability management	£ 1,250.00
Cyber security digital forensics		
	Associate cyber security digital forensics	£ 750.00
	Lead cyber security digital forensics	£ 950.00
	Principal cyber security digital forensics	£ 1,250.00
Cyber security testing		
	Associate cyber security testing	£ 750.00
	Lead cyber security penetration testing	£ 950.00
	Principal cyber security testing	£ 1,250.00
Cyber security secure design		
	Associate cyber security secure systems architecture and design	£ 750.00
	Lead cyber security secure systems architecture and design	£ 950.00
	Principal cyber security secure systems architecture and design	£ 1,250.00
Data roles		
Analytics engineer		
	Trainee analytics engineer	£ 550.00
	Analytics engineer	£ 750.00
	Senior analytics engineer	£ 950.00
	Lead analytics engineer	£ 1,250.00
	Head of analytics engineering	£ 1,550.00
Data analyst		

	Associate analyst	£ 750.00
	Data analyst	£ 950.00
	Senior data analyst	£ 1,250.00
	Principal data analyst	£ 1,550.00
Data engineer		
	Data engineer	£ 750.00
	Senior data engineer	£ 950.00
	Lead data engineer	£ 1,250.00
	Head of data engineering	£ 1,550.00
Data ethicist		
	Data ethics lead	£ 1250.00
	Head of data ethics	£ 1,550.00
Data governance manager		
	Data governance manager	£ 1,250.00
	Lead data governance manager	£ 1,550.00
	Head of data governance	£ 1,750.00
Data scientist		
	Trainee data scientist	£ 750.00
	Associate data scientist	£ 950.00
	Data scientist	£ 1,250.00
	Principal data scientist	£ 1,550.00
	Lead data scientist	£ 1,750.00
	Head of data science	£ 2,000.00
Machine learning engineer		
	Senior machine learning engineer	£ 1,250.00
	Lead machine learning engineer	£ 1,550.00
Performance analyst		
	Associate performance analyst	£ 750.00
	Performance analyst	£ 950.00
	Senior performance analyst	£ 1,250.00
	Lead performance analyst	£ 1,550.00
	Head of performance analysis	£ 1,750.00
IT operations roles		
Application operations engineer		
	Associate application operations engineer	£ 550.00
	Application operations engineer	£ 750.00
	Senior application operations engineer	£ 950.00
	Lead application operations engineer	£ 1,250.00
	Principal application operations engineer	£ 1,550.00

Registered Office: Suite 4617, Unit 3A, 34-35 Hatton Garden, Holborn, London, EC1N 8DX

Registered in England and Wales no: 15596428 VAT: 465 3899 40

Web: www.kode.technology E-mail: contactkt@kode.technology

Business relationship manager		
	Business relationship manager	£ 750.00
	Senior business relationship manager	£ 950.00
	Lead business relationship manager	£ 1,250.00
Change and release manager		
	Configuration analyst	£ 750.00
	Change and release analyst	£ 950.00
	Change and release manager	£ 2,500.00
Command and control centre manager		
	Operations analyst	£ 750.00
	Senior operations analyst	£ 950.00
	Operational control manager	£ 1,250.00
	Head of command and control	£ 1,550.00
End user computing engineer		
	Associate end user computing engineer	£ 550.00
	End user computing engineer	£ 750.00
	Senior end user computing engineer	£ 950.00
	Lead end user computing engineer	£ 1,250.00
	Principal end user computing engineer	£ 1,550.00
IT service manager		
	IT service analyst	£ 750.00
	IT service manager	£ 950.00
	Senior IT service manager	£ 1,250.00
	Head of IT service management	£ 1,550.00
Incident manager		
	Incident manager	£ 750.00
	Major incident manager	£ 950.00
Infrastructure engineer		
	Associate infrastructure engineer	£ 550.00
	Infrastructure engineer	£ 750.00
	Senior infrastructure engineer	£ 950.00
	Lead infrastructure engineer	£ 1,250.00
	Principal infrastructure engineer	£ 1,550.00
Infrastructure operations engineer		
	Associate infrastructure operations engineer	£ 550.00
	Infrastructure operations engineer	£ 750.00
	Senior infrastructure operations engineer	£ 950.00
	Lead infrastructure operations engineer	£ 1,250.00
	Principal infrastructure operations engineer	£ 1,550.00
Problem manager		

	Problem analyst	£ 750.00
	Problem manager	£ 950.00
Service desk manager		
	Service desk analyst	£ 750.00
	Senior service desk analyst	£ 950.00
	Service desk manager	£ 1,250.00
	Head of service desk	£ 1,550.00
Service transition manager		
	Service acceptance analyst	£ 550.00
	Service readiness analyst	£ 750.00
	Service transition manager	£ 950.00
	Lead service transition manager	£ 1,250.00
Product and delivery roles		
Business analyst		
	Trainee business analyst	£ 450.00
	Junior business analyst	£ 550.00
	Business analyst	£ 750.00
	Senior business analyst	£ 950.00
	Lead business analyst	£ 1,250.00
	Head of business analysis	£ 1,550.00
Delivery manager		
	Associate delivery manager	£ 550.00
	Delivery manager	£ 750.00
	Senior delivery manager	£ 950.00
	Head of (Agile) delivery management	£ 1,250.00
Digital portfolio manager		
	Digital portfolio analyst	£ 750.00
	Digital portfolio manager	£ 950.00
	Senior digital portfolio manager	£ 1,250.00
	Head of portfolio	£ 1,550.00
Product manager⁴		
	Associate product manager	£ 550.00
	Product manager	£ 750.00
	Senior product manager	£ 950.00
	Lead product manager	£ 1,250.00
	Head of product	£ 1,550.00
Programme delivery manager		
	Programme delivery manager	£ 1550.00
Service owner		
	Service owner	£ 850.00

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Quality assurance testing (QAT) roles		
Quality assurance testing (QAT) analyst		
	Tester (QAT)	£ 550.00
	QAT analyst	£ 750.00
	Senior QAT analyst	£ 950.00
	Lead QAT analyst	£ 1,250.00
Test engineer		
	Tester (test engineer)	£ 550.00
	Test engineer	£ 750.00
	Senior test engineer	£ 950.00
	Lead test engineer	£ 1,250.00
Test manager		
	Test manager	£ 750.00
	Head of test	£ 950.00
Software development roles		
Development operations (DevOps) engineer		
	Apprentice DevOps engineer	£ 550.00
	Junior DevOps engineer	£ 750.00
	DevOps engineer	£ 950.00
	Senior DevOps engineer	£ 1250.00
	Senior DevOps engineer - management	£ 1550.00
	Lead DevOps engineer	£ 1,550.00
	Principal DevOps engineer	£ 2,000.00
	Principal DevOps engineer - management	£ 2,250.00
Frontend developer		
	Apprentice frontend developer	£ 450.00
	Junior frontend developer	£ 550.00
	Frontend developer	£ 750.00
	Senior frontend developer	£ 950.00
	Lead frontend developer	£ 1,250.00
	Head of frontend development	£ 1,550.00
Software developer		
	Apprentice developer	£ 450.00
	Junior developer	£ 550.00
	Developer	£ 750.00
	Senior developer	£ 950.00
	Senior developer - management	£ 1,250.00
	Lead developer	£ 1,550.00
	Lead developer - management	£ 1,650.00

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	Principal developer	£ 1,400.00
	Principal developer - management	£ 1,550.00
User-centred design roles		
Accessibility specialist		
	Junior accessibility specialist	£ 550.00
	Accessibility specialist	£ 750.00
	Senior accessibility specialist	£ 950.00
	Head of accessibility	£ 1,250.00
Content designer		
	Associate content designer	£ 450.00
	Junior content designer	£ 550.00
	Content designer	£ 750.00
	Senior content designer	£ 950.00
	Lead content designer	£ 1,250.00
	Head of content design	£ 1,550.00
Content strategist		
	Content strategist	£ 1,250.00
Graphic designer		
	Associate graphic designer	£ 450.00
	Junior graphic designer	£ 550.00
	Graphic designer	£ 750.00
	Senior graphic designer	£ 950.00
	Lead graphic designer	£ 1,250.00
	Head of graphic design	£ 1,550.00
Interaction designer		
	Associate interaction designer	£ 450.00
	Junior interaction designer	£ 550.00
	Interaction designer	£ 750.00
	Senior interaction designer	£ 950.00
	Lead interaction designer	£ 1,200.00
	Head of interaction design	£ 1,550.00
Service designer		
	Associate service designer	£ 450.00
	Junior service designer	£ 750.00
	Service designer	£ 950.00
	Senior service designer	£ 1,250.00
	Lead service designer	£ 1,550.00
	Head of service design	£ 1,750.00
Technical writer		
	Technical writer	£ 750.00
	Lead technical writer	£ 950.00

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User researcher			
		Associate user researcher	£ 450.00
		Junior user researcher	£ 550.00
		User researcher	£ 750.00
		Senior user researcher	£ 950.00
		Lead user researcher	£ 1,250.00
		Head of user research	£ 1,550.00

Standards for the consultancy day rate

Consultant's Working Day

8 hours exclusive of travel and lunch

Working week

Monday to Friday, excluding national holidays

Office Hours

09:00 – 17:30 Monday to Friday

Travel and Subsistence

Included in the day rate within M25.

Mileage

As above

Professional Indemnity Insurance

included in the day rate

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