

Pricing Document: Ongoing Support Services

1. Overview

This pricing document defines the costs associated with Ongoing Support Services. Pricing covers continuous user, system, and operational support to ensure cloud services remain reliable, secure, and aligned with business needs throughout their lifecycle.

All prices are exclusive of VAT unless stated otherwise.

2. Core Ongoing Support Pricing

Cloud Ongoing Support Services are priced as a **monthly subscription per cloud environment**

2.1 Monthly Support Subscription

Service Item	Unit	Price
Ongoing Support – Standard (9am - 5pm UK Time)	1 month	£24,000

Included in all tiers:

- Service desk and user support
 - Incident and problem management
 - Monitoring and alerting
 - Configuration and operational support
 - Regular service reporting
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3. Volume Discounts

Volume discounts apply where Ongoing Support Services are provided across multiple environments.

Number of Months	Price
3 months	£22,000 per month
6 months	£19,000 per month
9 months	£17,000 per month
12 months	£15,000 per month

4. Incident and Request Support (Out-of-Scope)

Service Item	Unit	Price
Out-of-scope incident support	Per hour	£200
Emergency change support	Per hour	£250
Major incident coordination	Per incident	£800

5. Onboarding Costs

Service Item	Unit	Price
Initial onboarding and environment assessment	One-off	£3,500
Additional environment onboarding	Per environment	£2000

6. Data Extraction and Exit Costs

Data extraction and exit support are charged at fixed rates to ensure transparency.

Service Item	Unit	Price
Data extraction support	Per environment	£6,000
Documentation and handover	One-off	£2,000
Secure access removal and exit validation	One-off	£3,000

7. Optional Add-On Services

Optional Service	Unit	Price
Dedicated Technical Account Manager	Per month	£4,000
Enhanced reporting and dashboards	Per month	£2,500

Compliance and audit support	Per audit	£2,500
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8. Optional Add-On Services

Optional Service	Unit	Price
Dedicated Service Manager	Per month	£4,000
Enhanced SLA reporting	Per month	£2500
Change management support	Per engagement	£2500

9. Assumptions and Exclusions

- Prices assume remote delivery
 - Cloud infrastructure and platform usage costs are excluded
 - Third-party software licences are excluded
 - On-site support excluded unless agreed
 - Major architectural changes are excluded
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