

Sovereign AI Compute Services

G-Cloud 15 Pricing Document

Pricing Effective Date: 28 January 2026

1. Pricing Overview

This document sets out the pricing structure for the Sovereign AI Compute Management SaaS service available through the G-Cloud 15 framework. Pricing covers platform access, management capabilities, and tiered support options. Underlying cloud infrastructure costs (compute, storage, data transfer) are charged separately and vary by provider and customer configuration.

stack8s provides a unified sovereign compute pool where customers do not need to procure or manage underlying infrastructure directly. The platform integrates with multiple UK and EU-aligned cloud and infrastructure providers to deliver seamless GPU and compute pooling under a single control plane.

2. Platform License & Management Fees

2.1 Core Platform License (Monthly)

The platform license covers access to the unified control plane, Kubernetes orchestration, networking mesh, and integrated management tools.

Deployment Scale	Monthly Fee (ex. VAT)	Annual Fee (ex. VAT)	Description
Starter	£1,200	£13,200	Up to 2 clusters; single cloud/on-premise environment; up to 100 vCPU equivalent
Professional	£3,500	£38,500	Up to 5 clusters; multi-cloud (2–3 providers/locations); up to 500 vCPU equivalent
Enterprise	£7,500	£82,500	Unlimited clusters; full multi-cloud/hybrid (4+ environments); unlimited vCPU scale

Notes:

- Tiers include access to core features: unified control plane, Kubernetes orchestration, networking mesh, marketplace, and onboarding.
 - vCPU equivalent refers to aggregate compute across all clusters under management.
 - Annual commitment provides 5% discount vs. monthly aggregation.
 - Tier upgrades/downgrades permitted with 30 days' notice.
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3. Support & Service Tiers

3.1 Standard Support (Included)

Included with all platform licenses at no additional cost.

Feature	Details
Email Support	Yes – ticketing system with user self-service
Support Hours	UK business hours (09:00–17:00, Monday–Friday)
Response Time – Initial Ack	4 business hours
Response Time – Full Resolution Target	Best-effort guidance; no SLA
Chat Support	Web chat, 09:00–17:00 Monday–Friday with AI chatbot
Phone Support	Not included
Documentation	Full access to knowledge base and online documentation
Training	Onboarding workshops included; advanced training à la carte

3.2 Enhanced Support (Optional – Add-On)

Suitable for production and time-sensitive workloads.

Feature	Details
Monthly Fee	£800 per organisation

Email Support	Priority response – 2-hour initial acknowledgement
Phone Support	Yes – UK business hours (09:00–17:00 Mon–Fri)
Chat Support	09:00–17:00 Monday–Friday
Named Support Engineer	Yes – escalation point for ongoing issues
Response Times (SLA)	P1 Critical: 4 hours; P2 High: 8 hours; P3 Medium: 24 hours; P4 Low: 3 business days
SLA Credits	10% monthly fee for each SLA miss
Quarterly Reviews	Scheduled service review with support team

3.3 Premium Managed Support (Optional – Add-On)

Designed for mission-critical, regulated, and high-assurance environments.

Feature	Details
Monthly Fee	£2,500 per organisation
24x7 Support	24/7/365 email, chat, and phone
Named TAM	Dedicated Technical Account Manager
Response Times (SLA)	P1 Critical: 1 hour (24/7); P2 High: 4 hours; P3 Medium: 12 hours; P4 Low: 2 business days
SLA Credits	15% monthly fee for each SLA miss
Architectural Guidance	Included – strategic design reviews
Proactive Monitoring	Dedicated monitoring and alerting with alert escalation
Capacity Planning	Monthly capacity forecasting and optimisation
Change Advisory	Pre-implementation review and post-implementation validation
Monthly Strategic Review	Executive-level business and technical review
Onsite Support	Up to 2 days/month onsite or remote hands-on support

4. GPU, Compute & Infrastructure Costs

4.1 Cloud GPU and Compute Pricing Model

The platform integrates with up to 15 approved cloud and infrastructure providers to pool GPU and compute resources under a single sovereign control plane. Any GPU or general compute consumed via the service is billed in line with the underlying providers' tariffs.

- GPU and compute usage is charged at each provider's public on-demand or spot rates at the time of consumption.
- The service does not apply its own per-core or per-GPU list price beyond agreed platform and management fees; instead, customer bills reflect the underlying provider rate card (including any customer-specific discounts or commitments).
- Where customers choose reserved or committed-use capacity, those commitments are subject to the provider's terms and will be reflected in the overall cost model agreed with the customer.

Cloud provider charges (compute, storage, network, and other native services) are the responsibility of the customer. stack8s may, by agreement, act as a reseller or broker for certain providers; where this applies, the commercial terms will be documented in the call-off contract.

4.2 Sovereign Multi-Cloud Compute Pool

stack8s builds one of the largest sovereign-aligned compute pooling platforms for UK and EU organisations, with redundancy and governance specifically centred on data sovereignty and regulatory compliance. The platform pools GPU and CPU resources across multiple approved providers on an encrypted sovereign control plane, including:

- IONOS
- Hetzner
- Scaleway
- AWS
- DigitalOcean
- Google Cloud Platform (GCP)
- Civo
- Vultr
- OVHcloud
- Oracle Cloud Infrastructure (OCI)
- Microsoft Azure

This multi-cloud capability allows organisations to consume compute and GPU capacity through a single control plane while benefiting from the on-demand or spot pricing of the underlying providers. Customers

do not need to procure or manage infrastructure directly; the platform handles orchestration, failover, and resource optimisation across all approved environments.

4.3 Network, Storage and Data Transfer

Customers are responsible for costs charged by cloud providers and/or data centre operators for:

- **Compute resources** (vCPU, memory, GPU allocation)
- **Storage** (persistent volumes, object storage, databases managed by customer)
- **Data ingress/egress** (traffic between customer networks and cloud providers) - **we aim to keep this NIL or as small as possible, mainly because of our proprietary network mesh weaving Hyperscalers and datacenters on an encrypted mesh**
- **Network bandwidth** outside the stack8s managed mesh

Optimisation: stack8s private network mesh is designed to significantly reduce data egress charges by optimising traffic paths within sovereign infrastructure.

4.4 On-Premise Infrastructure Pricing

Where on-premise environments (data centres or edge locations) are brought under management, pricing is agreed case-by-case rather than by a fixed public rate card. Factors may include cluster count and size, GPU/CPU capacity, connectivity model, resilience requirements, and local operational constraints. On-premise pricing is defined through commercial discussions and documented in the call-off contract and/or separate statements of work.

4.5 Additional Pricing via Discovery

For complex or bespoke configurations, including advanced networking, large-scale hybrid topologies, or integration with existing security and observability tooling, additional charges may apply. These are scoped and agreed following a discovery meeting with the customer, and will be documented in a written proposal or statement of work. No such charges will be incurred without prior agreement.

5. Managed Backend as a Service (Optional)

E.g Supabase and managed data services deployed within stack8s platform which will be dedicated to a Worker Node with the following specs such as:

Tier	Monthly (ex. VAT)	Storage Included	Description
Small	£100	256 GB	32GB RAM - test; single-node on single cloud

Medium	£400	500 GB	64GB RAM - Development; single-node on single cloud
Large	£850	1TB+	128GB RAM High-throughput; replicated across regions and multi-cloud available

Additional storage billed at £0.05/GB/month (ex. VAT).

6. Professional Services – Day Rate Card

Professional services are charged on a daily-rate basis aligned to role and engagement type. A consultant's working day is 8 hours exclusive of travel and lunch (can be pro-rated to half a day). Prices exclude VAT, licences and third-party subscriptions.

Note: stack8s team are Cloud Native, Kubernetes, GPU Infra, HPC and Migration specialists

6.1 Consultancy Day Rates

Level	Strategy & Architecture	Business Change	Solution Development & Implementation	Service Management	Procurement & Management Support	Client Interface
1. Follow	£550	£550	£550	£550	£550	£550
2. Assist	£650	£650	£650	£650	£650	£650
3. Apply	£850	£850	£850	£850	£850	£850
4. Enable	£950	£950	£950	£950	£950	£950
5. Ensure / Advise	£1,000	£1,000	£1,000	£1,000	£1,000	£1,000
6. Initiate / Influence	£1,050	£1,050	£1,050	£1,050	£1,050	£1,050

7. Set Strategy / Inspire	£1,250	£1,250	£1,250	£1,250	£1,250	£1,250
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6.2 Standards for Consultancy Day Rate Cards

- **Consultant's working day** – 8 hours exclusive of travel and lunch (can be pro-rated to half a day).
- **Working week** – Monday to Friday excluding national holidays; work undertaken outside standard working hours, weekends and national holidays will normally be charged at +50% (subject to agreement).
- **Office hours** – 09:00–17:00 Monday to Friday.
- **Travel and subsistence** – Included in the day rate within M25; outside M25 payable at the buyer's standard T&S rates.
- **Mileage** – As per the above T&S policy.
- **Professional indemnity insurance** – Included in the day rate.

Depending on service requirements, security-sensitive or highly specialised services may incur additional charges, which will be agreed in advance and documented in the call-off. Prices exclude VAT. Fees will be invoiced monthly in arrears unless otherwise stated.

7. Training Services

Service	Fee (ex. VAT)	Duration
Team Onboarding Workshop (included)	Included	1 day
Advanced Administrator Training	£2,500 per session	1–2 days
Developer/DevOps Deep Dive	£3,000 per session	2 days
Custom Training Programme	£4,000–£8,000	3–5 days

8. LLM Marketplace & Feature Add-Ons

8.1 LLM Marketplace Access

Curated large language models and AI services.

Model Tier	Monthly (ex. VAT)	Features
Standard	Included in platform license	Access to public LLM gallery; usage-based cost per inference
Premium	£1,500	Advanced models; priority inference queuing; custom fine-tuning support
Enterprise	£4,000	Unlimited access; dedicated model endpoints; custom model deployment

Usage charges: Inference pricing varies by model; billed separately based on token usage.

8.2 Kubeflow as a Service Premium

Advanced ML pipeline orchestration and experiment tracking.

Tier	Monthly (ex. VAT)	Description
Included	Included	Basic Kubeflow; single namespace
Multi-Namespace	£800	Up to 5 project namespaces; advanced experiment tracking
Enterprise ML	£2,000	Unlimited namespaces; model registry; hyperparameter tuning; compliance features

9. Availability & SLA Terms

9.1 Uptime Guarantees

Support Tier	Control Plane SLA	Service Credit
Standard	99.5% monthly	None
Enhanced	99.5% monthly	10% monthly fee per SLA miss
Premium	99.9% monthly (opt-in)	15% monthly fee per SLA miss

SLA Measurement:

- Platform availability measured at the stack8s-managed control plane and network mesh.
- Excludes planned maintenance (scheduled with 7 days' notice), emergency maintenance (4 hours' notice), and third-party provider outages.
- Credits applied to subsequent invoices, not cash refunds.

9.2 Planned Maintenance

Weekly scheduled maintenance: **Sunday 00:00–05:00 GMT**

- Advance notice: 7 days' minimum
 - Emergency maintenance: 4 hours' notice (for critical security/stability issues)
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10. Call-Off Contract Value Discounts

Discounts are applied based on the annual call-off contract value (excluding VAT):

Annual Call-Off Contract Value (ex. VAT)	Discount Percentage
Less than £250,000	0%
Between £250,000 and £500,000	5%
Between £500,001 and £1,000,000	8%
Between £1,000,001 and £2,500,000	12%
Between £2,500,001 and £5,000,000	15%
Over £5,000,001	20%

These discounts apply to the eligible recurring service charges (for example, platform licence and support fees) for the duration of the call-off contract. They do not automatically apply to third-party cloud consumption charges, security-sensitive work, or separately scoped professional services unless expressly stated in the call-off.

11. Contract Terms & Payment

11.1 Commitment & Billing

Aspect	Terms
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Minimum Contract	12 months
Billing Cycle	Monthly in advance; annual upfront with 5% discount
Payment Terms	Net 30 from invoice date
Currency	GBP (ex. VAT)
VAT	20% applied to all fees (UK public sector bodies may be VAT-exempt)

11.2 Tier Changes

- Upgrade: Effective immediately; pro-rata billing for remainder of month.
- Downgrade: 30 days' notice; effective from next billing cycle.

11.3 Termination

- Standard termination: 90 days' written notice at end of contract term.
 - Early termination: 90 days' notice + early termination fee (3 months' platform license fee).
 - For cause (security breach, service failure >30 days): 30 days' notice, no penalty.
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12. Educational Discount

Accredited educational institutions (schools, universities, colleges) qualify for **15% discount** on platform license fees.

Qualification: Academic institution status verification required; discount applies to non-commercial teaching and research workloads only.

13. Free Trial

13.1 Evaluation Environment

- **Duration:** 30 days
- **Included:** Full platform access, core features, documentation
- **Excluded:** Premium support, advanced add-ons, sustained compute capacity
- **Typical capacity:** Limited to ~50 vCPU equivalent

- **Conversion:** Trial can be converted to Starter tier with standard monthly fees from day 31
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14. Example Pricing Scenarios

Scenario A: Startup / Pilot Programme

Configuration:

- Starter platform license (1 UK cloud provider + on-premise hybrid)
- Standard support (included)
- Free trial for first 30 days, then Starter tier
- No add-ons

Monthly Cost:

- Platform: £1,200
- Support: Included
- Total: £1,200 (ex. VAT)

Annual Cost: £13,200 (ex. VAT)

Scenario B: Mid-Market Government Department

Configuration:

- Professional platform license (2–3 sovereign clouds, multi-zone)
- Enhanced support (£800/month)
- Managed PostgreSQL (Medium tier, £900/month)
- Kubeflow Premium (£2,000/month)

Monthly Cost:

- Platform: £3,500
- Enhanced support: £800
- Managed database: £900
- Kubeflow: £2,000
- Total: £7,200 (ex. VAT)

Annual Cost: £86,400 (ex. VAT)

Scenario C: Large Enterprise Mission-Critical

Configuration:

- Enterprise platform license (unlimited clusters, 4+ cloud/on-premise environments)
- Premium Managed Support (£2,500/month)
- Managed PostgreSQL (Large tier, £2,000/month)
- LLM Marketplace Enterprise (£4,000/month)
- Kubeflow Enterprise ML (£2,000/month)
- 15% volume discount (100k+ annual spend)

Monthly Cost (before discount):

- Platform: £7,500
- Premium support: £2,500
- Managed database: £2,000
- LLM Marketplace: £4,000
- Kubeflow: £2,000
- Subtotal: £18,000
- Discount (15%): -£2,700
- Total: £15,300 (ex. VAT)

Annual Cost: £183,600 (ex. VAT)

15. Invoice & Billing

15.1 Invoice Details

All invoices include:

- Service period (monthly billing cycle)
- Itemised platform, support, and add-on charges
- Volume discounts or negotiated rates applied
- Payment terms (Net 30)
- stack8s company details and VAT registration

15.2 Billing Contact

Billing queries and invoice adjustment requests should be directed to:

Email: billing@stack8s.com

Portal: Accessible via customer account management dashboard

Phone: Available via Premium/Enhanced support escalation

16. Price Review & Changes

- **Annual review:** Pricing reviewed 1 January each year.
 - **Notification:** Customers notified 90 days in advance of any price changes.
 - **Applies to:** New customers and renewals; existing contract prices locked for 12 months.
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17. Additional Terms & Conditions

- **Promotional offers:** Time-limited discounts may be available for new customers or seasonal campaigns; terms announced separately.
 - **Educational/public sector:** Special rates may apply; contact sales for negotiation.
 - **Reseller arrangements:** stack8s is a reseller of underlying cloud infrastructure from multiple approved providers; reseller discounts apply and are passed to end customers where applicable.
 - **Expenses:** Onsite support travel and expenses are charged separately at cost + 10% administration fee.
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18. Contact & Further Information

Sales & Pricing Enquiries:

Email: sales@stack8s.com

Support Portal:

<https://support.stack8s.com>

Document Version: 2.0

Last Updated: 28 January 2026

This pricing document is valid for 12 months from the date shown above. For the most up-to-date pricing, please consult stack8s directly.