



G-Cloud 15 Pricing Information

Gamma Horizon

Cloud-based VoIP System

Lot 2b



Prepared by:

Dave Harrison

Sales Manager – Public Sector

CloudClevr Ltd

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Pricing Overview

For any questions we are happy to provide a free of charge, no obligation, pricing workshop with one of our specialists.

Please note:

- Deals and time limited discounts may be available please speak to the contact provided in this document for any available offers.
- Individual Prices may increase during the contract as per CCS guidelines.

Core Packages

Premium Subscription

	3 Year Term Monthly	5 Year Term Monthly
Premium Subscription*	£9.60	£8.50

**Potential hardware contribution subject to discovery and qualification.*

Gamma All Inclusive Boost offering to apply subject to Acceptable Usage Policy.

Bolt Ons

	Price Per User Per Month
Horizon with Webex - Softphone	£0
Horizon with Webex - Basic	£1.25
Horizon for MS Teams	£0.60

Support

At CloudClevr we offer multiple support tiers, you can choose a support tier that meets your operational targets. Support is charged per user per month.

Standard - £1 per user per month

Service Coverage	Priority Level	Target Response Time
Working Hours	P1	4 hours
Working Hours	P2	8 hours

Working Hours	P3	16 hours
Working Hours	P4	24 hours

Extended - £2 per user per month

Service Coverage	Priority Level	Target Response Time
24x7x365	P1	4 hours
24x7x365	P2	8 hours
Working Hours	P3	16 hours
Working Hours	P4	24 hours

Enhanced - £3 per user per month

Service Coverage	Priority Level	Target Response Time	Target Resolution Time
24x7x365	P1	2 hours	1 day
24x7x365	P2	4 hours	7 days
Working Hours	P3	8 hours	14 days
Working Hours	P4	16 hours	

Premium - £4 per user per month

Service Coverage	Priority Level	Target Response Time	Target Resolution Time
24x7x365	P1	1 hours	4 hours
24x7x365	P2	4 hours	3 days
Working Hours	P3	8 hours	7 days
Working Hours	P4	16 hours	

Premium+ - POA

Service Coverage	Priority Level	Target Response Time	Target Resolution Time
24x7x365	P1	30 mins	4 hours
24x7x365	P2	4 hours	8 hours

Working Hours	P3	8 hours	7 days
Working Hours	P4	16 hours	

Working Hours is defined as 9:00 AM and 5:30 PM GMT on Business Days.

Contact Details

Contacting us is simple. Email publicsector@cloudclevr.com with your contact details and basic requirements and a specialist will contact you.

Alternatively, you can call our dedicated G Cloud team on **0203 005 5075** and talk to a specialist to discuss our service.

We will work with you to learn your specific requirements, we will discuss existing technology challenges, learn your timescales, investigate your current and future plans and provide a detailed proposal that can be used to reference the Order Form that we will provide to order the service.

