



Pricing Document

Support Levels:

- Level 1 (L1) / Basic: General helpdesk, password resets, basic troubleshooting, remote monitoring, incident logging (e.g. £35-£55/user/month). Cloud Support Engineer
- Level 2 (L2) / Technical: Deeper technical issues, software/hardware faults, patch management, more specialized knowledge (e.g. £55-£121+/user/month). Cloud Support Engineer
- Level 3 (L3) / Expert: Highest technical expertise, complex problem resolution, strategic planning, often involves developers/architects (e.g. £121-£300+/user/month). Technical Account Manager
- Enterprise: Key account management, proactive strategic advice, dedicated resources for critical systems. (costs agreed with the client are dependent upon scope of works) Technical Account Manager

The costings are subject to a fixed term agreement 1yr, 3yrs and 5yrs.

Document	Owner	Date/Version No.	Next Review
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