

Cogna platform pricing (G-cloud 15)

Pricing is either on a per application basis or as an Enterprise agreement which includes a discounted bundle of Application Units and Support.

Application prices are determined by the number of Application Units they require. Each application hosted on the Cognia platform will incur multiple AUs. The number of AUs needed for a given application is calculated based on the complexity of the application.

1.1 Per application price

List Item	Fee	Term
1 AU	£24,875	Annual

(e.g. a 4AU application will cost £99,500 annually)

1.2 Enterprise App Unit Bundles

Multi-year subscriptions for multiple app units attract a volume-based discount.

App Unit bundles are discounted based on the 'per application' rate at certain thresholds

AU Volume	Discount
60 AU	25% Discount
150 AU	40% Discount
270+ AU	50% Discount

1.2.1 Support costs

Support resources are provided to customers opting for an Enterprise Agreement. Resources required will depend on the specific project.

List Item	Fee	Term
Solution Strategist Support (40 hours / week)	£50,000	Per Month
Solution Strategist Support (20 hours / week)	£25,000	Per Month

1.3 Support SLA

The standard support SLA can also be enhanced by upgrading to a more comprehensive tier, inclusive of faster time to first response and time to resolution. Additional support is priced per app.

Standard SLA: included

List Item	Fee	Term
Premium SLA (per app)	£99,500	Annual
Platinum SLA (per app)	£248,750	Annual
Premium SLA Enterprise (≤ 30 users)	£74,625	Annual
Platinum SLA Enterprise (≤ 300 users)	£124,375	Annual
Premium SLA Enterprise II (≤ 30 users)	£124,375	Annual
Platinum SLA Enterprise II (≤ 300 users)	£174,125	Annual
Premium SLA Enterprise III (≤ 30 users)	£199,000	Annual
Platinum SLA Enterprise III (≤ 300 users)	£248,750	Annual

1.3.1 SLA Definitions

<i>Support Tier</i>	<i>Severity</i>	<i>TTFR*</i>	<i>TTR*</i>
Standard	P1-3	Not guaranteed	Not guaranteed
Premium SLA	P0	2 hours	8 hours
	P1	4 hours	12 hours
	P2	24 hours	Not guaranteed
	P3	Not guaranteed	Not guaranteed
	P0	2 hours	8 hours
	P1	4 hours	12 hours
	P2	24 hours (NB: on standard business hours ¹)	Not guaranteed
	P3	Not guaranteed	Not guaranteed
Premium SLA Enterprise	P0	2 hours	8 hours
	P1	4 hours	12 hours
	P2	12 hours (NB: on standard business hours ²)	Not guaranteed
	P3	Not guaranteed	Not guaranteed
	P0	2 hours	8 hours
	P1	4 hours	12 hours
	P2	12 hours (NB: on standard business hours ²)	Not guaranteed
Platinum SLA Enterprise	P0	2 hours	8 hours
	P1	4 hours	12 hours

¹ **Note:** As above.

² **Note:** The TTFR and TTR times would roll over to the beginning of the next business day.

	P2	12 hours (NB: on standard business hours ³)	Not guaranteed
	P3	Not guaranteed	Not guaranteed
Premium SLA Enterprise II	P0	30 min	4 hours
	P1	1 hour	8 hours
	P2	4 hours (NB: on standard business hours ⁴)	Not guaranteed
	P3	Not guaranteed	Not guaranteed
	P0	30 min	4 hours
	P1	1 hour	8 hours
Platinum SLA Enterprise II	P2	4 hours (NB: on standard business hours ⁵)	Not guaranteed
	P3	Not guaranteed	Not guaranteed
Premium SLA Enterprise III	P0	30 min	4 hours
	P1	30 min	8 hours
	P2	2 hours (NB: on standard business hours ⁶)	Not guaranteed
	P3	Not guaranteed	Not guaranteed
Premium SLA Enterprise III	P0	30 min	4 hours
	P1	30 min	8 hours

III

³ **Note:** As above.

⁴ **Note:** As above.

⁵ **Note:** As above.

⁶ **Note:** The TFR and TTR times would roll over to the beginning of the next business day.

	P2	2 hours	Not guaranteed
	P3	Not guaranteed	Not guaranteed

Support Severity Definitions

The following definitions apply to all incidents under this SLA:

P0 (Critical): A production outage or severe degradation that makes the product unusable for all or most customers. No workaround exists.

P1 (High): A major functionality issue affecting a significant subset of users or critical workflows, but the system remains operational. A workaround does not exist.

P2 (Medium): A functionality issue or a non-critical bug that affects a small number of users or a single feature, with a workaround available.

P3 (Low): A non-urgent service request, cosmetic issue, or product slowdown with clear workarounds available.