

Microsoft Cloud Support On Demand

Pricing document simplified for ease of accessibility

Resource	Day rate	Onsite / Remote	SFIA Equivalence
Support Technician	£550	Onsite or remote	Level 3 Apply
Systems Engineer	£650	Remote	Level 4 Enable
Senior Systems Engineer	£800	Remote	Level 5 Ensure / Advise
Technical Manager	£950	Remote	Level 6 Initiate / Influence
CTO	£1200	Remote	Level 7 Set Strategy / Inspire

Hours per day	7.5 not including travel or lunch
Available days	Monday to Friday not including UK Public Holidays
Available hours	830am to 530pm GMT/BST
Bulk discount, paid up front	5% discount for 5 days, 10% for 10 days, 15% for 20 days
Expenses	• Travel, subsistence and accommodation are not charged for single day onsite bookings • Travel within the M25 is not charged for any bookings • Overnight expenses will be charged for consecutive days bookings
Mileage rate	45p per mile
Overrunning bookings	If works can't be rescheduled, our time is charged at ¼ of the day rate per hour

- Wherever possible, expenses will be estimated in advance and agreed with the customer. Please note that where train, coach or plane are used for long journeys, we will invoice for exact travel costs.
- Onsite work is charged at a minimum order quantity of 1 day. Remote work will be charged in half day units where necessary.
- Professional indemnity insurance is included.
- Our staff are important to us. We encourage them to make sure they take a lunch break and travel sensibly. This keeps a healthy working environment and ensures they give 100% focus to our customers.
- Any booking that is substantially outside of normal UK business hours – in the evening, overnight, at the weekend or on a UK Public Holiday, will be charged at the rates above plus a 50% premium.
- All prices are subject to UK VAT. Services are delivered within the UK only.