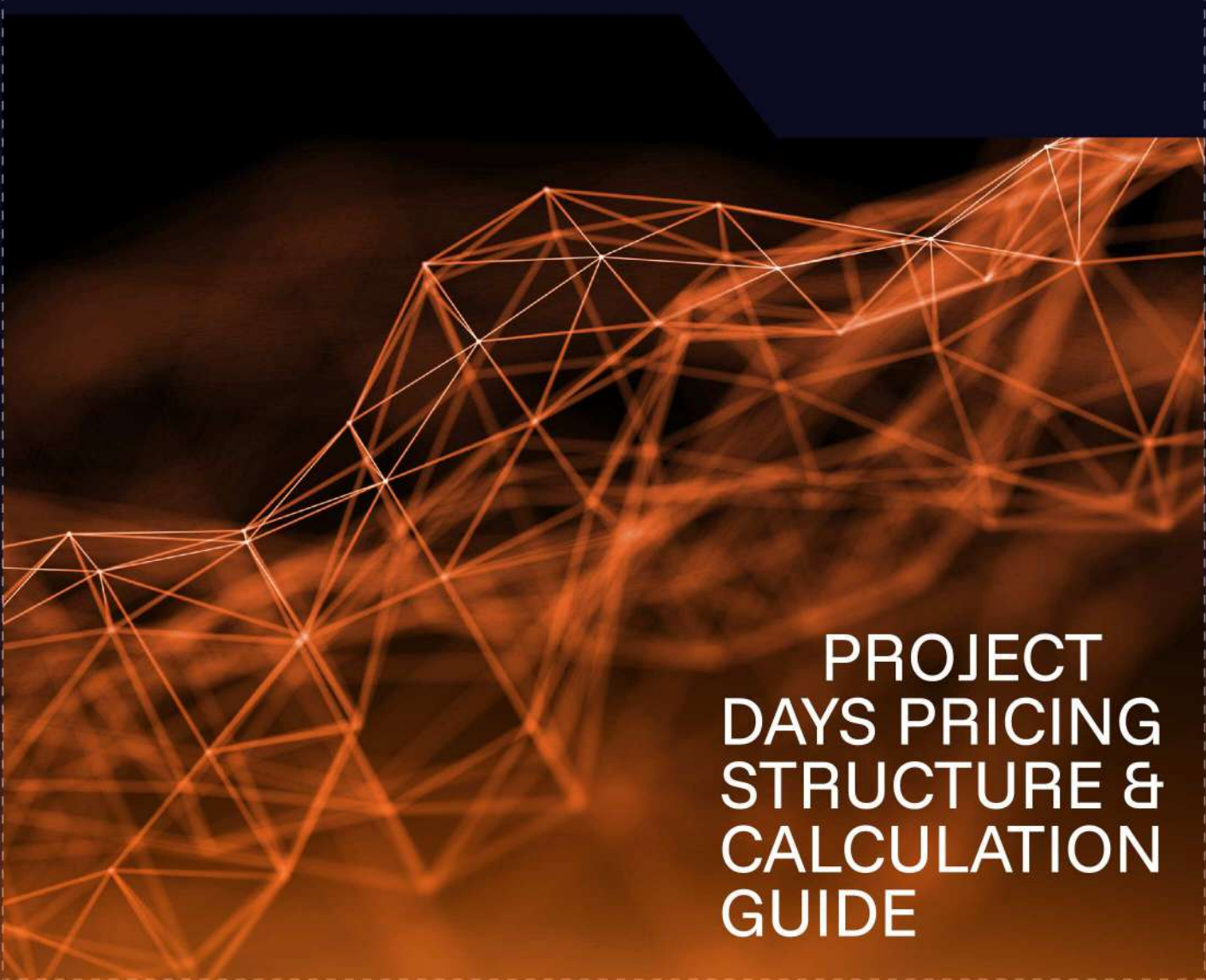


# PANACEA CONSULTING

GENERATED

21 NOVEMBER 2025

An abstract graphic featuring a complex, interconnected network of orange lines and dots, resembling a molecular structure or a data network, set against a dark background.

PROJECT  
DAYS PRICING  
STRUCTURE &  
CALCULATION  
GUIDE

# PANACEA CONSULTING

## PROJECT DAYS PRICING STRUCTURE & CALCULATION GUIDE

PANACEA IS A SPECIALIST EXTREME NETWORKS SOLUTION PROVIDER DELIVERING PROFESSIONAL SERVICES TO PUBLIC SECTOR ORGANISATIONS. THIS GUIDE EXPLAINS EXACTLY HOW WE CALCULATE PRICING FOR PROJECT DAYS ENGAGEMENTS.

## YOUR 5-STEP JOURNEY TO A PROJECT DAYS QUOTE

### [ STEP 01 ]

#### HOW MANY DAYS?

Determines  
your tier and  
base rate

### [ STEP 02 ]

#### CHOOSE EXPERTISE

Principal Architect,  
Senior Engineer,  
or Engineer

### [ STEP 03 ]

#### REMOTE OR ON-SITE?

a discounts for  
remote work

### [ STEP 04 ]

#### SUPPORT AGREEMENT?

Additional discount  
if you have annual  
support

### [ STEP 05 ]

#### REVIEW YOUR QUOTE

Complete  
transparent pricing  
breakdown

TRY IT YOURSELF

**FOLLOW THIS EXACT JOURNEY IN  
OUR ONLINE CALCULATOR**

[HTTPS://CONSULT.PANACEA-NETWORKING.CO.UK](https://consult.panacea-networking.co.uk)

All prices match perfectly between this document and the web calculator



WHEN VISITING OUR ONLINE CALCULATOR WE OFFER THREE MAIN WAYS TO CONSUME CONSULTING SERVICES:

- **PROJECT DAYS** for planned consultancy, migration, design and implementation.
- **CHOOSE EXPERTISE** for small, well defined pieces of work.
- **URGENT AD HOC SUPPORT** for unplanned issues requiring immediate expert assistance.

All three use the same underlying day rates, but pricing varies based on urgency and whether the work is a one-off task or part of a larger project. This pricing document focuses solely on the delivery of Project Days.

We start from a standard base rates, then apply discounts step by step based on factors such as the number of days, remote vs onsite delivery, the nature of the work and whether you have a support agreement in place.

# PRICING CALCULATION GUIDE

## STEP 01 HOW MANY DAYS? (BASE RATE)

THIS STEP SETS YOUR BASE RATE, SIMPLY SELECT THE TIER ALIGNED TO THE TOTAL NUMBER OF DAYS OF YOUR PROJECT.

| TIER   | DAYS RANGE  | BASE RATE PER DAY | VOLUME BENEFIT            |
|--------|-------------|-------------------|---------------------------|
| Tier 1 | 1-5 days    | £1250.00          | Standard rate             |
| Tier 2 | 6-15 days   | £1200.00          | Save £500.00 per 10 days  |
| Tier 3 | 16-30 days  | £1150.00          | Save £1000.00 per 10 days |
| Tier 4 | 31-60 days  | £1100.00          | Save £1500.00 per 10 days |
| Tier 5 | 61-999 days | £1050.00          | Save £2000.00 per 10 days |

NOTE: BUYING 25 DAYS PUTS YOU IN TIER 3, GIVING YOU A LOWER BASE RATE THAN BUYING JUST 10 DAYS.

## STEP 02 CHOOSE EXPERTISE (ROLE FACTOR)

ALL PRICING IS DERIVED FROM THE BASE DAY RATE DETERMINED IN STEP 1. NOW DIVIDE THE TOTAL PROJECT DAYS BY TASK TYPE

WE USE THE UK GOVERNMENT DIGITAL AND DATA PROFESSION CAPABILITY FRAMEWORK (DDAT) TO DEFINE ROLE LEVELS AND RESPONSIBILITIES.

| TASK TYPE               | TYPICAL SFIA LEVEL / ROLE                                                    | DISCOUNT VS BASE | EXAMPLES OF WORK                                            |
|-------------------------|------------------------------------------------------------------------------|------------------|-------------------------------------------------------------|
| Strategy & architecture | DDaT principal / Principal technical architect (or lead network architect)   | Base rate        | Overall solution strategy, network architecture, governance |
| Design & implementation | DDaT senior / Senior infrastructure engineer (or senior technical architect) | 15% discount     | Detailed design, integration, migration, optimisation       |
| Configuration & support | DDaT practitioner / Infrastructure engineer                                  | 25% discount     | Device configuration, rollout, BAU support, docs            |

APPENDIX B FOR DETAILED DDAT-ALIGNED ROLE DESCRIPTIONS

### STEP 03 REMOTE OR ON-SITE? (DELIVERY FACTOR)

REMOTE WORK IS MORE EFFICIENT AND COST-EFFECTIVE, SO WE PASS THESE SAVINGS ON AS A DELIVERY FACTOR IN THE PRICING FORMULA. CHOOSE THE EXPECTED PERCENTAGE OF WORK THAT CAN BE DELIVERED REMOTELY FOR THIS PROJECT.

| % REMOTE WORK    | DISCOUNT FACTOR | EFFECTIVE MULTIPLIER | EXPLANATION                       |
|------------------|-----------------|----------------------|-----------------------------------|
| 0% (All on-site) | x1              | 0%                   | Full rate - travel time included  |
| 25% Remote       | x0.95           | 5%                   | Small discount for partial remote |
| 50% Remote       | x0.9            | 10%                  | Moderate discount - hybrid model  |
| 75% Remote       | x0.875          | 12.5%                | Good discount - mostly remote     |
| 100% Remote      | x0.85           | 15%                  | Best discount - no travel needed  |

**NOTE: EVEN WITH 100% REMOTE, WE CAN STILL VISIT YOUR SITE WHEN NEEDED FOR PHYSICAL TASKS. ON-SITE TIME (AND ANY TRAVEL) IS BILLED SEPARATELY AT THE ON-SITE RATE.**

#### WHY REMOTE WORK COSTS LESS

- NO TRAVEL TIME MEANS CONSULTANTS CAN BE PRODUCTIVE IMMEDIATELY
- REDUCED OVERHEAD AND ADMINISTRATIVE COSTS
- LOWER ENVIRONMENTAL IMPACT (ALIGNED WITH ISO 14001)
- FLEXIBILITY FOR BOTH PARTIES TO SCHEDULE EFFICIENTLY

### STEP 04 DO YOU HAVE A SUPPORT AGREEMENT? (SERVICE FACTOR)

CUSTOMERS WITH AN ACTIVE ANNUAL SUPPORT AGREEMENT RECEIVE AN ADDITIONAL DISCOUNT ON PROJECT DAYS.

WITHOUT SUPPORT AGREEMENT

# X1.00

DISCOUNT FACTOR

(STANDARD RATE)

WITH SUPPORT AGREEMENT

# X0.95

DISCOUNT FACTOR

(5% ADDITIONAL DISCOUNT)

SUPPORT AGREEMENTS ARE PRICED AND DEFINED SEPARATELY, FOR EXAMPLE UNDER OUR PANACEA CARE SERVICE.

#### WHY THE DISCOUNT?

SUPPORT CUSTOMERS HAVE EXISTING RELATIONSHIPS WITH US, MAKING PROJECT WORK MORE EFFICIENT. WE KNOW YOUR ENVIRONMENT, YOUR TEAM, AND YOUR STANDARDS - REDUCING RAMP-UP TIME AND OVERHEAD.

## STEP 05 THE COMPLETE PRICING FORMULA

ALL FOUR FACTORS COMBINE TO CALCULATE YOUR FINAL DAY RATE

FINAL DAY RATE

BASE RATE



ROLE FACTOR



DELIVERY FACTOR



SUPPORT FACTOR

### FORMULA COMPONENTS

#### [ STEP 01 ]

##### BASE RATE

Determined by tier

#### [ STEP 02 ]

##### ROLE FACTOR

Principal (x1),  
Senior (x0.85), or  
Engineer (x0.75)

#### [ STEP 03 ]

##### DELIVERY FACTOR

From x1 (on-site) to  
x0.85 (remote)

#### [ STEP 04 ]

##### SUPPORT FACTOR

x1.00 (no support) or  
x0.95 (with support)

#### HOW DISCOUNTS ARE APPLIED

Discounts are applied using factors, which are multiplied together, not added as simple percentages.

Example: if you have

|                         |   |             |
|-------------------------|---|-------------|
| • 15% ROLE DISCOUNT     | → | FACTOR 0.85 |
| • 10% DELIVERY DISCOUNT | → | FACTOR 0.90 |
| • 5% SUPPORT DISCOUNT   | → | FACTOR 0.95 |

Then the combined factor is:  $0.85 \times 0.90 \times 0.95 = 0.72675$

Effective discount is about: 27.3%, NOT  $15\% + 10\% + 5\% = 30\%$

#### KEY POINTS

- EACH DISCOUNT IS APPLIED TO THE CURRENT PRICE, NOT THE ORIGINAL BASE.
- THIS AVOIDS UNREALISTIC "STACKING" WHERE MULTIPLE DISCOUNTS COULD OVER-INFLATE THE TOTAL PERCENTAGE.
- IT GIVES A FAIR AND CONSISTENT RESULT ACROSS DIFFERENT PROJECTS AND COMBINATIONS.

### SINGLE ROLE VS SPLIT ALLOCATION

FOR SIMPLER PROJECTS, YOU CAN TREAT ALL DAYS AS A SINGLE ROLE. FOR MORE COMPLEX PROJECTS, YOU CAN SPLIT DAYS ACROSS TASK, TYPES AND ROLES.

- EVERY DAY IN THE PROJECT IS PRICED USING THE SAME FOUR FACTORS.
- IN SINGLE ROLE MODE, ALL DAYS SHARE ONE ROLE FACTOR.
- IN SPLIT ALLOCATION MODE, EACH ROLE'S DAYS HAVE THEIR OWN ROLE FACTOR, BUT THE SAME DELIVERY AND SUPPORT FACTORS ARE APPLIED TO ALL ROLES FOR THAT PROJECT.
- THE SUBTOTALS FOR EACH ROLE ARE THEN ADDED TOGETHER TO GIVE ONE TOTAL PROJECT PRICE.

This gives a fair, realistic result and avoids over-stacking discounts.

In practice, once the project price is confirmed, we calculate a single effective day rate (total project cost ÷ total project days), and this is the rate applied to all time entries logged against that project.

# COMPLETE CALCULATION EXAMPLES

## EXAMPLE 01 HOW MANY DAYS? (BASE RATE)

SCENARIO: 15-DAY NETWORK UPGRADE, SENIOR ENGINEER, 50% REMOTE, WITH SUPPORT AGREEMENT

- [ STEP 01 ] 15 DAYS = TIER 2 - BASE RATE = £1200.00
- [ STEP 02 ] APPLY ROLE FACTOR SENIOR: £1200.00 X 0.85 = £1020.00
- [ STEP 03 ] APPLY 50% REMOTE DELIVERY FACTOR: £1020.00 X 0.9 = £918.00
- [ STEP 04 ] APPLY SUPPORT FACTOR DISCOUNT: £918.00 X 0.95 = £872.10

|                              |           |
|------------------------------|-----------|
| FINAL DAY RATE               | £872.10   |
| TOTAL PROJECT COST (15 DAYS) | £13081.50 |

## EXAMPLE 02 SPLIT ROLE ALLOCATION

SCENARIO: 30-DAY PROJECT, 10 DAYS PRINCIPAL + 20 DAYS ENGINEER, 75% REMOTE, NO SUPPORT

### HOW DISCOUNTS ARE APPLIED

- BASE RATE: £1,150.00
- ROLE FACTOR: 1.00
- DELIVERY FACTOR (75% REMOTE): 0.875
- SUPPORT FACTOR (NO SUPPORT): 1.00

$£1,150.00 \times 1.00 \times 0.875 \times 1.00 = £1,006.25$  / day  
 Subtotal: 10 days x £1,006.25 = £10,062.50

### ENGINEER (20 DAYS)

- BASE RATE: £1,150.00
- ROLE FACTOR: 0.75
- DELIVERY FACTOR (75% REMOTE): 0.875
- SUPPORT FACTOR (NO SUPPORT): 1.00

$£1,150.00 \times 0.75 \times 0.875 \times 1.00 = £754.69$  / day (rounded)  
 Subtotal: 20 days x £754.69 = £15,093.75

|                    |                                                |
|--------------------|------------------------------------------------|
| TOTAL PROJECT COST | £10,062.50 + £15,093.75 = £25,156.25           |
| EFFECTIVE DAY RATE | £25,156.25 ÷ 30 DAYS = £838.54 / DAY (ROUNDED) |

|                    |           |
|--------------------|-----------|
| FINAL DAY RATE     | £838.54   |
| TOTAL PROJECT COST | £25156.26 |

# USE THIS TEMPLATE TO CALCULATE YOUR QUOTE

FOLLOW THESE STEPS TO ESTIMATE YOUR PROJECT  
COST BEFORE USING THE ONLINE CALCULATOR:

## STEP 01

HOW MANY DAYS?  
(BASE RATE)

- NUMBER OF DAYS \_\_\_\_\_
- YOUR TIER \_\_\_\_\_
- BASE RATE FROM TIER TABLE \_\_\_\_\_

## STEP 02

WHAT EXPERTISE  
LEVEL DO YOU  
NEED?

- ☐ PRINCIPAL ARCHITECT (X1)  
 ☐ SENIOR ENGINEER (X0.85)  
 ☐ ENGINEER (X0.75)
- ROLE MULTIPLIER \_\_\_\_\_

## STEP 03

WHAT  
PERCENTAGE WILL  
BE REMOTE?

- ☐ 0% (ALL ON-SITE)  
 ☐ 25%  
 ☐ 50%  
 ☐ 75%  
 ☐ 100% (ALL REMOTE) DELIVERY
- DELIVERY MULTIPLIER (SEE PAGE 5): \_\_\_\_\_

## STEP 04

DO YOU HAVE AN  
ACTIVE SUPPORT  
AGREEMENT?

- ☐ YES (X0.95)  
 ☐ NO (X1.00)

## STEP 05

CALCULATE  
YOUR QUOTE

- DAY RATE = BASE RATE X ROLE X DELIVERY X SUPPORT = £ \_\_\_\_\_
- TOTAL COST = DAY RATE X NUMBER OF DAYS = £ \_\_\_\_\_

NOTE: Once you've estimated your cost, verify it using our online calculator:

🌐 [HTTPS://CONSULT.PANACEA-NETWORKING.CO.UK](https://consult.panacea-networking.co.uk)

# APPENDIX A: DETAILED DDAT ROLE DESCRIPTIONS

IF ANYTHING HERE EVER CONFLICTS WITH THE FORMAL CONTRACT OR PANACEA'S STANDARD TERMS AND CONDITIONS, THOSE DOCUMENTS TAKE PRECEDENCE

## DDAT ROLE LEVELS AND RESPONSIBILITIES

This appendix explains the DDaT-aligned role levels used in the pricing steps. It is intended to help you understand the type of work normally carried out at each level so you can map project tasks to the right band when allocating days. DDaT refers to the UK Government Digital and Data Profession Capability Framework, which provides a consistent way to describe roles, levels, and skills across UK government.

### PRINCIPAL ARCHITECT (DDAT PRINCIPAL)

#### KEY RESPONSIBILITIES

- STRATEGIC PLANNING AND ENTERPRISE-WIDE ARCHITECTURE DESIGN
- MULTI-YEAR TECHNOLOGY ROADMAPS AND TRANSFORMATION PROGRAMS
- SECURITY ARCHITECTURE AND REGULATORY COMPLIANCE FRAMEWORKS
- BOARD-LEVEL REPORTING AND BUSINESS CASE DEVELOPMENT
- MENTORING AND LEADING TECHNICAL TEAMS
- VENDOR SELECTION AND RELATIONSHIP MANAGEMENT

#### TYPICAL EXPERIENCE

**10+ YEARS WITH EXTREME NETWORKS, MULTIPLE LARGE-SCALE DEPLOYMENTS**

### SENIOR ENGINEER (DDAT SENIOR)

#### KEY RESPONSIBILITIES

- DETAILED TECHNICAL DESIGN AND SOLUTION ARCHITECTURE
- COMPLEX TROUBLESHOOTING AND PERFORMANCE OPTIMISATION
- SYSTEM INTEGRATION AND MIGRATION PROJECT LEADERSHIP
- TECHNICAL DOCUMENTATION AND KNOWLEDGE TRANSFER
- TEAM LEADERSHIP ON DELIVERY PROJECTS
- CUSTOMER-FACING TECHNICAL PRESENTATIONS

#### TYPICAL EXPERIENCE

**5-10 YEARS WITH EXTREME NETWORKS, PROVEN DELIVERY TRACK RECORD**

### ENGINEER (DDAT PRACTITIONER)

#### KEY RESPONSIBILITIES

- DEVICE CONFIGURATION AND DEPLOYMENT
- IMPLEMENTATION OF APPROVED DESIGNS
- BAU SUPPORT AND MAINTENANCE ACTIVITIES
- DOCUMENTATION AND RUNBOOK CREATION
- BASIC TROUBLESHOOTING AND INCIDENT RESPONSE
- SCHEDULED MAINTENANCE AND UPGRADES

#### TYPICAL EXPERIENCE

**2-5 YEARS WITH EXTREME NETWORKS, CORE CERTIFICATIONS HELD**

# APPENDIX B: DELIVERY STANDARDS & CHARGING ASSUMPTIONS

THIS APPENDIX EXPLAINS WHAT'S INCLUDED IN THE PROJECT DAY RATE, WHAT IS CHARGED SEPARATELY, AND THE ASSUMPTIONS WE USE WHEN PLANNING AND PRICING PROJECT DAYS, ONE OFF TASKS AND URGENT AD HOC SUPPORT.

## [ 01 ]

### HOW A PROJECT DAY WORKS (DELIVERY STANDARDS)

#### WORKING DAY DEFINITION

- A STANDARD CONSULTANCY DAY IS AN 8 HOUR WORKING DAY WITH A 30 MINUTE BREAK.
- IN PRACTICE, THIS PROVIDES AROUND 7.5 HOURS OF ACTIVE CONSULTANT TIME WITHIN THE DAY.
- FOR PROJECTS AND ONE OFF TASKS, HOURLY RATES ARE DERIVED BY DIVIDING THE AGREED DAY RATE BY THIS 8 HOUR WORKING DAY.

#### WORKING HOURS

- STANDARD DELIVERY WINDOW: 08:00-18:00 UK TIME, MONDAY TO FRIDAY (EXCLUDING UK PUBLIC HOLIDAYS).
- THIS WINDOW TYPICALLY ALLOWS FOR UP TO 1 HOUR OF TRAVEL EACH WAY WHERE ON SITE ATTENDANCE IS REQUIRED.
- ACTUAL START/FINISH TIMES CAN BE ADJUSTED BY AGREEMENT TO MATCH CHANGE WINDOWS OR SITE ACCESS REQUIREMENTS.

#### DAY CONSUMPTION

- TIME IS TRACKED HOUR BY HOUR AGAINST YOUR ENGAGEMENT.
- ONCE TOTAL TIME REACHES 8 HOURS, IT IS TREATED AS ONE FULL PROJECT DAY.
- PARTIAL DAYS CAN BE BOOKED, WITH A MINIMUM CHARGE OF 1 HOUR.
- UNUSED PORTIONS OF TIME THAT DO NOT ADD UP TO A FULL 8-HOUR DAY ARE NOT RECOVERABLE AS SEPARATE "CREDITS".
- PURCHASED PROJECT DAYS ARE VALID FOR 12 MONTHS FROM THE PURCHASE DATE; ANY UNUSED DAYS AFTER THIS PERIOD EXPIRE.

#### TRAVEL AND LOCATION ASSUMPTIONS

- A STANDARD CONSULTANCY DAY ASSUMES ON SITE WORK AT LOCATIONS WITHIN THE STANDARD TRAVEL RADIUS DEFINED IN THE ORDER FORM (FOR EXAMPLE 50 MILES FROM THE PRIMARY ENGINEER LOCATION).
- TRAVEL BEYOND THIS RADIUS, OVERNIGHT STAYS, OR EXCEPTIONAL TRAVEL (FOR EXAMPLE FLIGHTS, PARKING, TOLLS OR CONGESTION CHARGES) WILL BE CHARGEABLE IN ADDITION TO DAY RATES, AS EXPENSES AGREED IN ADVANCE AND DOCUMENTED IN THE ORDER FORM OR STATEMENT OF WORK.

## [ 02 ]

## INCLUDED IN PROJECT DAYS RATE

### THE STANDARD PROJECT DAY RATE COVERS

- CONSULTANT TIME FOR A STANDARD WORKING DAY (UP TO 7.5 HOURS OF ACTIVE WORK WITHIN THE 8 HOUR DAY DESCRIBED ABOVE) ON ACTIVITIES WITHIN THE AGREED SCOPE OF WORK.
- TRAVEL TIME TO/FROM CUSTOMER SITE, ALREADY REFLECTED IN OUR ON SITE VS REMOTE DELIVERY DISCOUNT MODEL.
- PRE ENGAGEMENT PLANNING AND SCOPING CALLS.
- DESIGN, CONFIGURATION, TESTING AND IMPLEMENTATION TASKS THAT ARE EXPLICITLY IN SCOPE.
- ALL AGREED TECHNICAL DELIVERABLES AND DOCUMENTATION (E.G. DESIGNS, AS BUILT RECORDS, CHANGE NOTES).
- KNOWLEDGE TRANSFER SESSIONS AND HANDOVER DOCUMENTATION.
- POST PROJECT SUPPORT DURING THE AGREED HANDOVER PERIOD (TYPICALLY UP TO 2 WEEKS).
- USE OF PANACEA'S SECURE REMOTE ACCESS TOOLS AND COLLABORATION SOFTWARE LICENCES.
- LIGHT PROJECT MANAGEMENT AND PROGRESS REPORTING FROM YOUR LEAD CONSULTANT.
- CONFIGURATION BACKUPS AND DOCUMENTATION FOR SYSTEMS WE WORK ON.
- BASIC TESTING AND VALIDATION AGAINST THE MUTUALLY AGREED TEST AND ROLLBACK PLAN.

## [ 03 ]

## NOT INCLUDED

### THE FOLLOWING ARE NOT INCLUDED IN THE STANDARD PROJECT DAY RATE AND ARE CHARGED SEPARATELY WHERE REQUIRED:

- TRAVEL EXPENSES, HOTELS AND SUBSISTENCE
  - Travel time is included in the day rate, but out of pocket costs are not.
  - Travel to customer sites within the standard travel radius defined in the Order Form (for example, 50 miles from the assigned consultant's base) is treated as local and covered within the standard rate.
  - For sites beyond 50 miles, we may charge reasonable additional travel costs (e.g. extra mileage, rail fares, tolls, parking), agreed in advance.
  - Where an overnight stay is required, hotel and meal costs are normally charged at cost.
  - In some cases, and only with prior written agreement, extended travel or accommodation may instead be covered by consuming an agreed number of project days rather than invoicing separate T&S – we will never do both.

## OUT-OF-HOURS AND WEEKEND WORK

- THE STANDARD PROJECT DAY RATE APPLIES TO WORK DELIVERED WITHIN THE 09:00–17:00, MONDAY–FRIDAY WINDOW.
- PLANNED OUTFHOURS PROJECT WORK USES THE AGREED PROJECT DAY RATE WITH UPLIFTS APPLIED:
  - 1.5× the daily rate for evenings, nights, weekends and UK public holidays.
  - 2× the daily rate for work between 00:00 and 08:00, due to impact on next day productivity.
  - For estimating, one outofhours hour is treated as 1.5 hours of effort at the standard rate.
- REACTIVE / UNEXPECTED OUT OF HOURS REQUESTS ARE NORMALLY BILLED USING THE URGENT TECHNICAL RESPONSE HOURLY RATES DEFINED IN THE MAIN PRICING SECTION OF THIS DOCUMENT.
- RESPONSE HOURLY RATES DEFINED IN THE MAIN PRICING SECTION OF THIS DOCUMENT.

## HARDWARE AND APPLIANCES

- SWITCHES, ROUTERS, FIREWALLS, SERVERS, REPLACEMENT PARTS OR SPARES.

## SOFTWARE LICENCES AND SUBSCRIPTIONS

- EXTREME NETWORKS OR THIRD PARTY LICENCES, CLOUD SERVICES, HOSTING COSTS, OR PLATFORM SUBSCRIPTIONS.

## OUT OF SCOPE TECHNOLOGIES, UNLESS EXPLICITLY ADDED TO THE SOW, FOR EXAMPLE

- NON EXTREME PLATFORMS (E.G. CISCO, VMWARE, HPE, THIRD PARTY SECURITY APPLIANCES).
- END USER DEVICES (AV, VOIP HANDSETS, MOBILES, PCS/LAPTOPS).
- PKI, ACTIVE DIRECTORY OR OTHER DIRECTORY SERVICES.
- EXTERNAL INTERNET CONNECTIVITY OR UPSTREAM PROVIDER SERVICES.
- PERIMETER SECURITY APPLIANCES OR SOFTWARE.
- THIRD PARTY MANAGED DEVICES OR SERVICES.

#### ADDITIONAL CONSULTANCY / ENGINEERING DAYS REQUIRED DUE TO

- CHANGES TO SCOPE, PRIORITIES OR DESIGN AFTER THE SOW IS AGREED.
- NEW DEPENDENCIES OR INTEGRATION WORK NOT ORIGINALLY IDENTIFIED.
- CUSTOMER CAUSED DELAYS (E.G. MISSING APPROVALS, UNAVAILABLE STAFF).

#### TIME SPENT RESOLVING READINESS ISSUES, SUCH AS

- FAULTY OR UNSUPPORTED HARDWARE.
- MISSING LICENCES OR SUBSCRIPTIONS.
- INCOMPLETE CONFIGURATIONS OR DOCUMENTATION.
- ACCESS PROBLEMS WHERE PRE REQUISITES HAVE NOT BEEN MET.

#### ONGOING OPERATIONAL SUPPORT AFTER THE PROJECT HANDOVER PERIOD

- DAY TO DAY SUPPORT AND SLA BACKED OPERATIONS ARE PROVIDED UNDER SEPARATE SUPPORT AGREEMENTS (E.G. PANACEA CARE).

#### FORMAL TRAINING COURSES OR CERTIFICATION PROGRAMMES

- BEYOND THE NORMAL KNOWLEDGE TRANSFER AND HANDOVER ACTIVITIES INCLUDED IN PROJECT DAYS.

#### MANUFACTURER SUPPORT CONTRACTS AND WARRANTIES

- SUPPORT CONTRACTS AND WARRANTIES WITH VENDORS (FOR EXAMPLE EXTREME NETWORKS) REMAIN BETWEEN THE CLIENT AND THEIR CHOSEN SUPPLIER OR RESELLER. FOR ANY EXTREME NETWORKS EQUIPMENT OR SOFTWARE THAT PANACEA WILL CONFIGURE, UPGRADE OR CHANGE, THE CLIENT MUST MAINTAIN AN ACTIVE VENDOR BACKED SUPPORT AGREEMENT THAT ALLOWS SUPPORT TICKETS TO BE RAISED (EITHER DIRECTLY OR VIA PANACEA CARE OR ANOTHER PARTNER ARRANGEMENT). PANACEA CAN ASSIST WITH TAC ENGAGEMENT WHERE SUCH CONTRACTS EXIST, BUT DOES NOT REPLACE VENDOR SUPPORT.
- YOU RETAIN DIRECT RELATIONSHIPS WITH VENDORS (FOR EXAMPLE EXTREME NETWORKS) FOR PRODUCT SUPPORT, RMAS AND WARRANTY CLAIMS. OUR WORK ASSUMES THAT VALID SUPPORT CONTRACTS ARE IN PLACE FOR IN SCOPE EXTREME NETWORKS SYSTEMS; WHERE THEY ARE NOT, WE MAY LIMIT THE SCOPE OF WORK OR REQUIRE THAT APPROPRIATE SUPPORT IS PURCHASED BEFORE PROCEEDING.

# APPENDIX C: ENGAGEMENT SCOPE & ASSUMPTIONS

## CLIENT RESPONSIBILITIES & ASSUMPTIONS (AT A GLANCE)

TO KEEP DELIVERY SMOOTH AND AVOID SURPRISE COSTS, WE WORK ON THE BASIS THAT:

### YOUR ENVIRONMENT IS READY

- IN SCOPE HARDWARE AND SYSTEMS ARE LIVE, SUPPORTABLE AND FREE FROM KNOWN CRITICAL FAULTS.
- RELEVANT FIRMWARE/OS LEVELS MEET VENDOR REQUIREMENTS FOR THE PLANNED WORK.
- ANY EXTREME NETWORKS HARDWARE OR SOFTWARE THAT WE WILL CONFIGURE, UPGRADE OR CHANGE IS COVERED BY AN ACTIVE VENDOR BACKED SUPPORT AGREEMENT THAT ALLOWS GTAC CASES TO BE RAISED (FOR EXAMPLE A DIRECT EXTREME SUPPORT CONTRACT, A PARTNER PROVIDED AGREEMENT, OR PANACEA CARE).

### YOU PROVIDE LICENCES AND ACCESS

- ALL REQUIRED SOFTWARE LICENCES, VENDOR SUBSCRIPTIONS AND ADMIN LEVEL CREDENTIALS ARE IN PLACE BEFORE WORK STARTS.

### APPROVALS AND TEST PLANS ARE IN PLACE

- ALL INTERNAL CHANGE APPROVALS (E.G. CAB) ARE OBTAINED PRIOR TO THE IMPLEMENTATION WINDOW.
- A CLEAR, MUTUALLY AGREED TEST AND VALIDATION PLAN (INCLUDING ROLLBACK EXPECTATIONS) IS IN PLACE AHEAD OF CHANGE.

### ACCESS AND PEOPLE ARE AVAILABLE

- SITE ACCESS AND ANY SECURITY CLEARANCES ARE ARRANGED AND CONFIRMED AT LEAST 5 WORKING DAYS BEFORE ON SITE WORK.
- KEY TECHNICAL PERSONNEL ARE AVAILABLE DURING AGREED WINDOWS TO VALIDATE CHANGES, ANSWER QUESTIONS AND APPROVE ROLLBACK IF NEEDED.

### THIRD PARTIES ARE COORDINATED

- YOU COORDINATE ISPS, HOSTING PROVIDERS, OTHER INTEGRATORS OR THIRD PARTIES WHOSE INPUT IS REQUIRED TO COMPLETE THE WORK.

IF THESE ASSUMPTIONS AREN'T MET, TIME SPENT WAITING, RE PLANNING OR FIXING READINESS ISSUES MAY BE CHARGEABLE AT STANDARD CONSULTANCY RATES.

## SCHEDULING, CANCELLATIONS & DELAYS – HEADLINE SUMMARY

---

- **BOOKING NOTICE**
  - Consultancy/engineering days are normally booked with at least 10 working days' notice, subject to availability.
- **CANCELLATIONS / RESCHEDULING**
  - Changes with < 3 working days' notice are normally charged at 50% of the agreed daily rate.
  - Changes with < 24 hours' notice, or where we attend (on site or remotely) but cannot start work due to Client side issues, are normally charged at 100% of the agreed daily rate.
- **CLIENT READINESS DELAYS**
  - Where we cannot proceed as planned because pre requisites aren't met, access is unavailable, or key Client staff/approvals are missing, the booked time is treated as used and may be invoiced.

## SUPPORT, WARRANTY & LIABILITY BOUNDARIES (SUMMARY)

---

- **VENDOR SUPPORT & WARRANTIES**
  - You retain direct relationships with vendors (e.g. Extreme Networks) for product support, RMAs and warranty claims.
  - We're happy to assist on a best efforts basis where you hold valid support contracts, but we don't replace those vendor agreements.
- **WHAT WE CAN'T BE RESPONSIBLE FOR**
  - Product bugs or defects in vendor hardware/software.
  - Vendor or carrier delays (e.g. TAC queues, RMA shipping, ISP faults).
  - Issues caused by third party suppliers, unauthorised changes, or factors outside our control.
- **OUR LIABILITY IN PLAIN LANGUAGE**
  - Our responsibility is limited to the work we perform under the agreed Scope of Work.
  - Any financial liability is subject to the limits set out in our Master Terms and your Call-Off Agreement, and we don't cover indirect or consequential loss.
- **CONTRACTS AND FULL TERMS**
  - Engagements are governed by the laws of England and Wales and by your G Cloud Call Off Agreement.
  - This appendix is a practical summary. If anything here ever conflicts with the formal contract or Panacea's Standard Terms and Conditions, those documents take precedence.

# TALK TO AN ENGINEER

NO SALES TEAM, NO PRESSURE -  
JUST STRAIGHTFORWARD  
TECHNICAL GUIDANCE.

 [GCLCLOUD@PANACEA-NETWORKING.CO.UK](mailto:GCLCLOUD@PANACEA-NETWORKING.CO.UK)

 0207 101 3111

# PANACEA