

SynkVault
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SynkVault

The Knowledge Operating System

Pricing & Service Overview

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1. Executive Summary

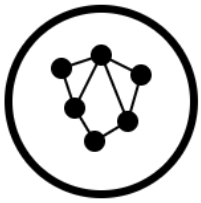
SynkVault transforms how organizations discover, connect, and leverage their institutional knowledge. Unlike traditional document management systems that simply store files in folders, SynkVault creates a dynamic Business Lens—an intelligent understanding of how your specific organization works, how departments relate, and where critical information resides.

Our three-tier subscription model provides flexible options for organizations of every size, from research teams exploring data insights to enterprise operations requiring complete control over knowledge architecture and AI infrastructure.

2. Service Description

SynkVault is a cloud-based Knowledge Operating System that provides:

- **Ontology-Driven Knowledge Architecture** – Structure your organizational knowledge according to your business logic, not rigid folder hierarchies
- **Multi-Source Data Ingestion** – Unify information from documents, databases, cloud storage, and external APIs into a coherent knowledge graph
- **Intelligent Relationship Mapping** – Automatically discover and maintain connections between related information across your organization
- **Evidence-Backed Retrieval** – Receive answers with full source citation and provenance, ensuring decision-makers have verified information
- **AI-Powered Insights** – Leverage conversational AI to explore complex questions and uncover hidden patterns in your data
- **Enterprise Security & Compliance** – Role-based access control, audit trails, and data governance for regulated industries



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3. Pricing Model Overview

SynkVault offers transparent, per-user pricing with three carefully designed service tiers. Each tier balances capability with cost, ensuring organizations only pay for the features they need while maintaining clear upgrade paths as requirements evolve.

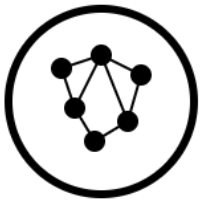
3.1 Pricing Components

Component	Description
Base Subscription	Per-user monthly fee based on selected tier (minimum 3 users for Teams tier, 1 user for Professional tier)
Knowledge Storage	50GB per organization included in base tier; additional storage £0.60/GB/month (organizational, not per-user)
Data Ingestion	First 25GB free for initial knowledge graph construction; additional ingestion £5.00/GB one-time fee (organizational, not per-user)
AI Conversations	Tier-based token allocations (see Section 4 for details)

3.2 Universal Data Connectivity

All subscription tiers include access to our comprehensive data integration suite:

- Direct document upload (PDF, Word, Excel, text files)
- Google Workspace (Drive, Docs, Sheets)
- Microsoft 365 (OneDrive, SharePoint)
- Amazon S3 storage
- Google Cloud Storage
- Email ingestion and archiving



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4. Service Tiers & Pricing

SynkVault offers three distinct service tiers, each designed for specific organizational needs and use cases. All tiers require a minimum of 3 users.

Feature	Explorer£10/user/month	Professional£20/user/month	Enterprise£30/user/month
Ontology Customization	Pre-defined templates only	Full ontology editing	Full ontology editing
External Integrations	Standard connectors	Standard connectors	Custom APIs + web crawling
AI Conversation Capacity	Light (data-focused)	Premium (highest)	Unlimited (BYOLLM)
LLM Infrastructure	SynkVault managed	SynkVault managed	Custom LLM or local
Data Connectors	All standard	All standard	All standard
Minimum Users	3	3	3

4.1 Explorer Tier – £10 per user per month

Ideal for: Research teams, analysts, and small groups who need structured data exploration without complex customization.

Key Characteristics:

- **Pre-configured Knowledge Templates** – Access industry-standard ontologies without modification rights, ensuring quick deployment and consistent structure across teams
- **Data-First Approach** – Optimized for visualization, plotting, and analytical queries rather than extensive conversational AI interaction
- **Light AI Conversation Tier** – Suitable for occasional queries and basic knowledge retrieval; limited monthly conversation tokens

- **Standard Connectivity** – Full access to document uploads and cloud storage integrations (Google, Microsoft, AWS, email)

4.2 Professional Tier – £20 per user per month

Ideal for: Growing organizations, consultancies, and professional services firms requiring tailored knowledge structures and extensive AI interaction.

Key Characteristics:

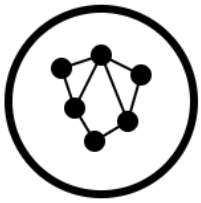
- **Custom Ontology Design** – Full rights to modify, extend, and customize your organization's knowledge model to match specific business terminology and workflows
- **Premium AI Conversation Tier** – Highest allocation of conversational AI capacity among managed tiers, supporting extensive knowledge exploration and complex queries
- **Standard Integration Suite** – Includes all document and cloud storage connectors; excludes custom API development and web crawling capabilities
- **AI-Powered Ontology Playground** – Interactive tools for testing and refining knowledge structures before deployment

4.3 Enterprise Tier – £30 per user per month

Ideal for: Large enterprises, government agencies, and organizations with strict data sovereignty requirements or specialized AI infrastructure needs.

Key Characteristics:

- **Complete Infrastructure Control** – Bring Your Own LLM (BYOLLM) credentials or deploy local language models for maximum data sovereignty
- **Unlimited AI Conversations** – When using your own LLM credentials or local models, conversation capacity is determined by your infrastructure, not platform limits
- **Advanced Integration Capabilities** – Custom API development, automated web crawling, and specialized data pipeline construction
- **Full Ontology Engineering** – Complete customization rights with enterprise-grade governance and version control
- **Dedicated Support Track** – Priority technical assistance and solution architecture consultation



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5. Storage & Data Ingestion Pricing

5.1 Knowledge Storage Allocation

Every subscription includes a baseline storage allocation based on tier. Storage is pooled at the organizational level, providing flexibility for teams with varying data requirements.

Component	Allocation
Included Storage - Professional Tier	50 GB per organization
Included Storage - Teams Tier	200 GB per organization
Included Storage - Enterprise Tier	1 TB per organization
Included Storage - Government Tier	5 TB+ per organization (custom)
Storage Pooling	Organization-wide (not allocated per individual user)
Additional Storage Surcharge	£0.60 per GB per month (organizational)

Example: *A 10-user Professional team receives 10GB of included storage (10 users × 1GB). If they consume 15GB total, the additional 5GB costs £50/month (5GB × £1 × 10 users).*

5.2 Data Ingestion Processing

Initial knowledge graph construction requires computational resources to parse documents, extract entities, establish relationships, and build the semantic network. This one-time processing fee applies when data is first ingested into SynkVault.

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Ingestion Component	Pricing
Free Initial Ingestion - Professional Tier	First 25 GB per organization
Free Initial Ingestion - Teams Tier	First 100 GB per organization
Free Initial Ingestion - Enterprise Tier	First 500 GB per organization
Free Initial Ingestion - Government Tier	First 2 TB per organization (custom)
Processing Fee	£5.00 per GB (organizational)
When Applied	One-time charge during initial data ingestion
Incremental Updates	Included in subscription (no additional charge)

Example: A 50-user Teams organization ingesting 175GB of initial data receives the first 100GB free, then pays **£375** one-time for the remaining 75GB (75GB × £5.00). Ongoing updates and incremental data additions are included at no extra charge.

Organization: Bank requiring data sovereignty and integration with proprietary systems

6.1 Billing Frequency

- Subscriptions billed monthly in advance
- Annual subscriptions available with 15% discount
- Storage charges billed monthly in arrears based on consumption
- Ingestion fees invoiced upon completion of initial processing

6.2 Payment Methods

- Credit/Debit card (Visa, Mastercard, American Express)
- Direct debit (UK bank accounts)
- Bank transfer for annual subscriptions
- Purchase orders (enterprise customers, subject to credit approval)

6.3 VAT & Taxes

All prices shown exclude Value Added Tax. VAT will be charged at the prevailing UK rate (currently 20%) where applicable. International customers may be subject to zero-rating or reverse charge mechanisms depending on jurisdiction.

6.4 Late Payment

Payment is due within 14 days of invoice date. Accounts overdue by more than 30 days may be subject to:

- Late payment interest at 1.5% per month
- Service suspension after 45 days (with 7 days' notice)
- Account termination after 60 days of non-payment

7. Support & Service Level Agreements

7.1 Included Support

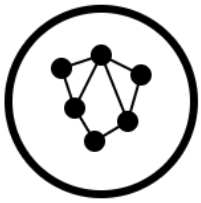
Support Level	Tier	Response Time	Channels
Standard	Explorer	24 hours	Email, Portal
Priority	Professional	8 hours	Email, Portal, Phone
Premium	Enterprise	4 hours (2hr critical)	All + 24/7 access

Business Hours: Monday-Friday, 08:00-18:00 GMT (excluding UK bank holidays)

7.2 Platform Uptime Guarantee

SynkVault guarantees 99.5% monthly uptime, excluding scheduled maintenance announced at least 7 days in advance.

Monthly Uptime	Service Credit
99.5% - 99.0%	10% of monthly subscription
< 99.0% - 98.0%	25% of monthly subscription
< 98.0% - 95.0%	50% of monthly subscription
< 95.0%	100% of monthly subscription



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8. Termination & Refund Policy

8.1 Customer-Initiated Termination

- Monthly subscriptions: Cancel with 30 days' notice
- Annual subscriptions: Early termination incurs 25% fee on remaining value
- Subscription ends at conclusion of paid period
- Data export available for 60 days post-termination

8.2 Data Export & Retention

- Full data export in CSV, JSON, and PDF formats
- Export includes documents, ontologies, and knowledge graphs
- Data retained for 60 days after subscription ends
- Permanent deletion after 60-day retention period per GDPR requirements

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11. Contact Information

Sales Enquiries: sales@cyberneticlabs.io

Technical Support: support@cyberneticlabs.io

Billing & Accounts:billing@cyberneticlabs.io

General Enquiries:help@cyberneticlabs.io

Website:cybenreticlabs.io*© 2026 SynkVault. All rights reserved.*

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