



Telana Managed Service and Support Pricing

To ensure you only pay for exactly what your business needs, our **Managed Service and Support** pricing is dynamic. We calculate your investment based on the specific architectural footprint and operational demands of your environment.

How We Determine Your Pricing

Microsoft Azure/Google Cloud Platform:

Our pricing model is built on four core pillars that define the overall **Service Scope**:

- **Scale & Complexity:** The volume of your resources (VMs, services, data, integrations and containers) and the overall complexity of your cloud architecture.
- **Service Level Agreements (SLAs):** Tailored performance guarantees and uptime commitments that align with your business-critical requirements.
- **Hours of Coverage:** Options ranging from standard business hours through to full **24/7/365** proactive monitoring and support.
- **Additional Services:** Specialised add-ons such as advanced security management, specialised compliance reporting, patching and vulnerability management or other complementary overlay services.

Microsoft 365/ Google Workspace:

- **Scale & Complexity:** The number of users, data volumes, services used.
- **Service Level Agreements (SLAs):** Tailored performance guarantees and uptime commitments that align with your business-critical requirements.
- **Hours of Coverage:** Options ranging from standard business hours through to full **24/7/365** proactive monitoring and support.
- **Additional Services:** Specialised add-ons such as AI, Data Governance Tools etc.



Getting Started: The Initial Phase

Beyond the recurring monthly service, there are two foundational components required to integrate our teams:

- **Discovery:** A deep dive into your existing environment to identify dependencies, security gaps, and optimisation opportunities. This may also identify critical remediation activities to be addressed during or adjacent to onboarding.
- **Onboarding:** The formal transition of your environment into our management systems, ensuring all governance and monitoring tools are correctly configured. This transition also establishes key frameworks for ongoing service including service management, continuous improvement and ongoing innovation initiatives.

Note: Discovery and Onboarding are billed as one-time professional service fees, ensuring your environment is "management-ready" from day one.