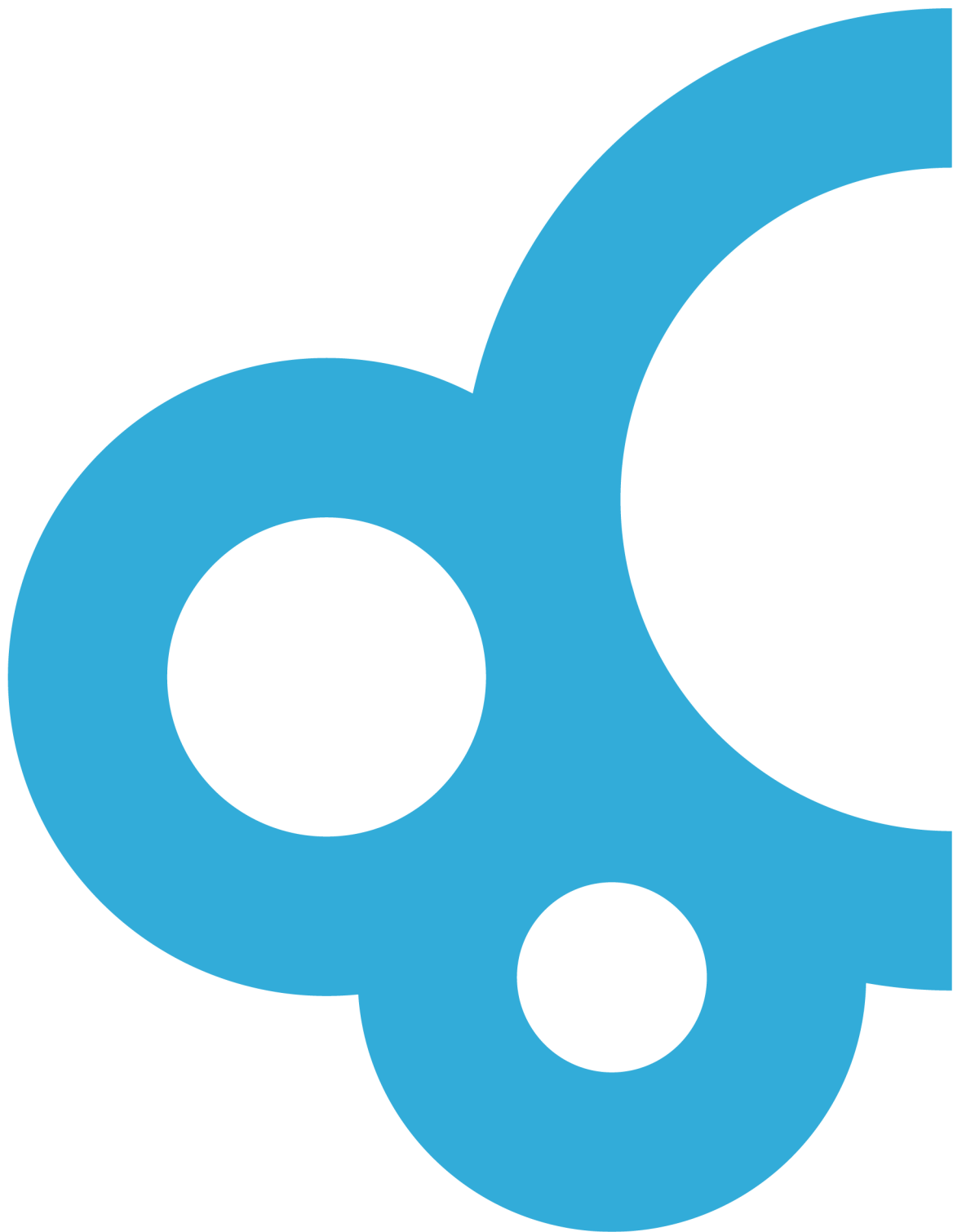




arcus global



Arcus Application Support and Managed Services

Pricing

Support



Pricing

Pricing models

	ENHANCED	MANAGED	PROGRESSION	COMPLETE
Basis	Included if you are an existing Arcus application user paying an annual fee for this service	£25 per user per month	£50 per user per month	£200 per user per month
Minimum Fee	N/A	£1000 per month	£2000 per month	£4000 per month
Proactive engineering hours included	N/A	N/A	12 hours per month (based on 40 users / minimum fee)	12 hours per month (based on 20 users / minimum fee)

Notes to Pricing

The pricing in the table above is based on standard 0900-1700 Monday to Friday support excluding bank holidays. Hour on working days can be extended using one of the following commercial multipliers:

- 0800 - 1800 x1.2
- 0700 - 1900 x1.35

Out of hours cover for bank holidays and weekends is available fully ad-hoc (£1350 per day) or as a block (minimum 10 days) purchased at the beginning of each calendar or contract year (£950 per day). Out of hours cover must be booked at least one month in advance.



Rate Card

	Strategy & architecture	Business change	Solution development & implementation	Service management	Procurement & management support	Client interface
1. Follow	£650	£650	£650	£650	£650	£650
2. Assist	£800	£800	£800	£800	£800	£800
3. Apply	£950	£950	£950	£950	£950	£950
4. Enable	£1050	£1050	£1050	£1050	£1050	£1050
5. Ensure	£1200	£1200	£1200	£1200	£1200	£1200
6. Initiate / Influence	£1400	£1400	£1400	£1400	£1400	£1400
7. Set Strategy / Inspire	£2000	£2000	£2000	£2000	£2000	£2000

Standards for Consultancy Day Rate Cards

Consultant's working day: 7 hours exclusive of travel and lunch

Working week: Monday to Friday excluding national holidays

Working hours: 9:00am to 5:00pm Monday to Friday

Travel, mileage & subsistence: Included in day rate within M25. Payable at cost for standard travel and subsistence rates outside M25

Professional indemnity insurance: included in day rate

Discounts: may apply for large numbers of consultancy days



Contact Details

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