

PRICING DOCUMENT

Mood Managed Service

The primary role of the Mood Managed Service is to deliver incident and problem management, technical support and modelling advice via a full service desk facility. The service can be accessed via a dedicated e-mail inbox and telephone support line, with all interactions tracked and managed by a customer service ticketing system.

The scale of professional services you purchase is up to you and is designed to be flexible to fit your operational needs. For instance, you could purchase a regular day per week, a whole FTE dedicated to your support, or an allowance from which to draw down at need.

Customers are also able to select a fixed price "package" from the options in the table below. This is based upon pre-defined numbers of concurrent users and associated days of support per week.

Days of support will cover the following activity for non-SaaS deployment:

- Repository Management
- Upgrades
- Troubleshooting

Pricing Approach

Package	Small	Medium	Large
Annual Cost	£46,320	£92,640	£138,960
Number of concurrent MAE users	<20	20-49	50-99
Days of Support per week	1	2	3

Pricing Notes:

- All prices are exclusive of VAT.
- All licences deployed under the Managed Service must also be covered under a current Mood licence support agreement.
- A pre-contract discovery workshop is necessary to understand your requirements before agreeing a priced service package.
- The monthly licence includes support and is for a minimum of 12 months.
- Full pricing for Professional Services can be found in the CACI's published Lot 3 - Cloud Support Rate Card. These show the range and cost of expertise.