

Support for Umbraco websites

Pricing

Prices shown exclusive of VAT

Support Service Information

Item	Detail
No. support hrs p.m.	1 - unlimited
Min. contract period	1 year
Min. no. support hours p.m.	1
Payment terms	Annually, in advance.
<i>For more information see Connect's Terms & Conditions Appendix H.</i>	

Hourly Rates

Hourly rates	£ p.h.
Support cost, per hour (preferential rate under support contract)	78
Work outside of contracted support hours, per hour	99

Prices - ~Annual contracts

Support contract	No. hrs p.m.	Duration	£ p.m.
Minimum contract	1	12 mths	89.42
Typical contract (Website)	2	12 mths	175.17
Typical contract (Database Website)	3	12 mths	261
Typical contract (Web Application)	4	12 mths	346.83
Typical contract (Business Application)	6	12 mths	517.58
Typical contract (Complex System)	8	12 mths	678.67

Other contracts are available to suit your custom requirements.

~Annual pricing: (No. hrs x £78) + Service Management Fee.

Prices – Migration services

Item	£ per day
Website migration/onboarding	595
Website orientation	651

SFIA Rates

	Strategy & architecture	Change & transformation	Development & implementation	Delivery & operation	People & skills	Relationships & engagement
1. Follow	£420	£420	£420	£420	£420	£420
2. Assist	£469	£469	£469	£469	£469	£469
3. Apply	£525	£525	£525	£525	£525	£525
4. Enable	£595	£595	£595	£595	£595	£595
5. Ensure/Advise	£651	£651	£651	£651	£651	£651
6. Initiate/Influence	£763	£763	£763	£763	£763	£763
7. Set Strategy/Inspire	£840	£840	£840	£840	£840	£840

Volume Discounts

No. of Days	Discount
41-100 days	2%
101-200 days	5%
200+ days	10%

For clarity, charging works as follows:

1-40 days – daily rate

41st day to 100th day – 2% discount applied

101st day to 200th day – 5% discount applied

Anything over and including 201st day – 10% discount applied

Example:

A project of 240 days would breakdown as:

40 days @ daily rate

100 days @ (daily rate * 0.98)

100 days @ (daily rate * 0.90)

Volume discounts apply to the whole assignment. Extensions to assignments are treated as separate assignments.

Volume discounts do not apply to recurring services or parts of the assignment relating to third parties.

Aggregate (Combination) Discounts

No. of Days	Discount
82-100 days	2%
101-200 days	5%
200+ days	10%

Aggregate duration discounts are applied where there is no break in continuity of work assignments and where all assignments are of 41 days or more duration. The percentage of the aggregate duration discount is determined by the duration of contiguous contracts over an accounting period of one year with a fixed start date (normally initial contract start date). Discount is applied only to the current contract. Discounts are not retrospectively applied to earlier contracts. Where aggregate and volume discounts apply, the greater of the two is taken.

Get in Touch

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