

Softcat Bluesource G-Cloud Pricing Enhanced Support.

Pricing under this service provides customers with a significant discount to the equivalent Microsoft Support package.

G-Cloud customers will see up between **20-40% discount** compared to Microsoft's direct support.

Individual Pricing for each customer will depend on a number of factors:

- Number of historic tickets raised,
- Trend analysis of current usage and resolutions,
- Size of the Microsoft estate.

A discovery process is required to determine an accurate price and resource profile.

To enable G-Cloud customers to benchmark pricing, we have provided a one-year entry level pricing below.

Service Components	Price
Service transition on-boarding	Included
bluesource reactive support (10 hours per month fair usage policy)	Included
Microsoft escalation hours (20 hours per annum)	Included
Inclusive hours (24 hours per annum)	Included
Service delivery management	Included
TOTAL Year 1	£38,500.00

Softcat Bluesource G-Cloud Pricing Advanced Support.

Pricing under this service provides customers with a significant discount to the equivalent Microsoft Support packages.

G-Cloud customers will see up between **20-40% discount** compared to Microsoft’s direct support.

Individual Pricing for each customer will depend on a number of factors:

- Number of historic tickets raised,
- Trend analysis of current usage and resolutions,
- Size of the Microsoft estate.

A discovery process is required to determine an accurate price and resource profile.

To enable G-Cloud customers to benchmark pricing, we have provided a one-year entry level pricing below based on 100 users and base service modules.

Service Components	Price
Service transition on-boarding	Included
bluesource reactive support (10 hours per month fair usage policy)	Included
bluesource proactive out-tasking for included service modules: • Standard Entra Exchange SharePoint Teams Viva M365 Apps	Included
Inclusive hours ³ (24 hours per annum)	Included
Service delivery management	Included
TOTAL Year 1	£55,600.00