

Cisilion Team Collaboration Managed Service – Example Pricing

Pricing Overview

Cisilion's Team Collaboration Managed Service provides comprehensive management, monitoring, support, and service assurance across Microsoft Teams, Cisco Webex Meetings, Webex Calling, Teams Phone, Teams Rooms, Cisco UC, and integrated Contact Centre platforms. Delivered via UK-based 24x7x365 operations, the service supports end-to-end collaboration environments including devices, applications, SIP trunks, and supporting cloud services. Pricing is transparent, based on per-user/per-device monthly charges, with optional add-ons for enhanced support and advanced features.

Core Service Example Pricing

Service Component	Unit	Unit Price (Monthly)
Microsoft Teams Management	Per User	£4.50
Cisco Webex Meetings Management	Per User	£4.50
Teams Phone & Direct Routing	Per User	£6.00
Teams Rooms Management	Per Room	£35.00
Cisco UC (CUCM, Unity) Management	Per Device	£12.00
Contact Centre Platform Management	Per Agent	£18.00
SIP Trunk Monitoring	Per Trunk	£15.00

Optional Add-ons

Add-on Service	Unit	Unit Price (Monthly)
Call Recording Management	Per User	£2.50
Advanced Reporting (Tiger Prism)	Per User	£1.50

Vulnerability & Patch Management	Per Platform	£50.00
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Support & Service Assurance

- Standard Support: Included (24×7×365 UK-based Service Centre).
- Enhanced Support: £2.00 per user/month for proactive monitoring and adoption reviews.
- Incident SLAs: P1 within 15 mins, P2 within 30 mins, P3 within 1 hour.

Commercial Assumptions

- Minimum term: 12 months.
- Discounts: Available for multi-year commitments (e.g., 5% for 3-year term).
- No hidden costs; all prices exclude VAT.
- Additional hardware or licences billed separately.

Subject to: The above pricing and support provisions are subject to the final Scope of Works as agreed between the parties. Any changes to the Scope of Works may result in adjustments to pricing, support levels, or associated terms.