

Data Agent

Pricing document
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Data Agent

Data Agent is an enterprise "data bridge" that connects AI agents and workflows to operational systems (CRM, finance, HR, ERP, APIs, databases) via one governed interface. Built on MindsDB with enterprise enhancements, it enables multi-source federation, semantic understanding of business terms, deterministic retrieval, and full audit lineage across on-prem, sovereign, hybrid, or offline environments.

Key Dependencies

- **Core engine:** MindsDB
- **Deployment/runtime:** Docker and/or Kubernetes
- **Metadata & audit store:** PostgreSQL or MariaDB
- **Enterprise connectivity:** network access + credentials to source systems
- **Identity & governance:** SSO integration; RBAC/ABAC; encryption

Component & Options Matrix

Key component	Included (Base)	Options you can price	Dependencies / Notes
Connectors & Federation	Yes	Extended connector packs; onboarding/normalisation for new systems; multi-source reconciliation	100+ connector ecosystem referenced; verify connector availability during procurement
Interfaces	Yes	REST; MCP; A2A; chat interfaces (Teams/Slack/web); automation tool integration	Supports multi-agent workflows with RAG/SQL agents
Semantic Context Modelling	Yes	Multilingual packs; synonym/domain modelling extensions; entity resolution enrichment	Improves intent mapping and disambiguation
Access Interfaces	Yes	REST API; MCP tools/resources; A2A real-time agent comms; Web UI	Supports job management, tracking, and origin metadata
Natural Language → SQL	Yes	Schema discovery depth; ambiguity resolution loops; query optimisation tuning	Deterministic/reproducible pipeline for compliance
Safety & Governance	Yes	Read-only enforcement; approval workflows; field masking/redaction; time-based access controls	Cannot override DB permissions; blocks unsafe operations
Query Execution Engine	Yes	Connection pooling sizing; resource limits; caching; clustering for throughput	Performance depends on DB/network/host capacity

Key component	Included (Base)	Options you can price	Dependencies / Notes
LLM	Additional (Required)	Local, Private, Public or Cloud access to suitable agentic/reasoning LLM is required.	Available either using our private LLM service, external LLM PaaS, SaaS or Sovereign solution, or through a 3rd party supplied LLM service.
PaaS	Additional (Required)	Depending on deployment pattern, either a Bare-Metal, IaaS, Container or Cloud service is needed to run the service. On-Prem, Private, Public or Sovereign solutions	Full range of platforms can be used. Bare Metal service will require provisioning. Support for IaC over Terraform.

Price List

Data Agent – Cloud Managed service in a public or private cloud, operated by our team within our Service Level Agreement, including monitoring, and managed upgrades—ideal for rapid adoption where data residency allows.

Line item	Unit	Setup & Installation	Service Per month	Pattern	Notes
Data Agent Team (Base)	Per Env	£4,000	£1,200	Single Container Environment - 1 Host	Single Instance. Cold Standby. Includes Core Services. Application Database, Core Platform Management: Upgrade/Patch Management.
Data Agent Production (Base)	Per Solution	£6,000	£1,500	Up to Three Container Environment(s), Up to 3 Zones. Up to 3 Hosts.	Resilient Instance. Warm Standby. Includes Core Services. Resilient Application Database, Core Platform Management: Upgrade/Patch Management. 3rd Line Support.
Data Agent Enterprise (Base)	Per Solution	£8,000	£2,000	3-5, Container Environments, Multiple DC/Locations. Up to 9 Hosts.	Resilient Instance. Warm Standby. Includes Core Services. Resilient Application Database, Core Platform Management: Upgrade/Patch Management. 3rd Line Support.
Additional Zone	Per Zone	£3,000	£900	Additional Container Environment, for distributed Service(s)	Providing n+1 services in HA/DR deployment(s) of core components.

Line item	Unit	Setup & Installation	Service Per month	Pattern	Notes
Bastion Host & Remote Support Access/VPN	Per Solution	£2,500	£250	3 Containers per site/Zone	Remote Access over VPN, with controlled end point access, logging, Admin Terminal, Container Management, IAC deployment. Build Desktop
Interface Onboarding & Prompt Mgmt	Per Interface	£5,000	£400		One Host/Service/Connection. Prompt Tuning. Test Pack Confidence/Assurance. LLM Tuning.

Data Agent – Private Deployed in client-owned private or sovereign cloud. Full control over data, networking, and database endpoints; our team provides support and lifecycle services. Pricing as Cloud.

Data Agent – Hybrid Core system hosted by our team while sensitive data remains on client infrastructure. Balances management convenience with strict data control and residency.

Line item	Unit	Setup & Installation	Service Per month	Pattern	Notes
Data Agent Team (Base)	Per Env	£5,000	£1,200	Single Container Environment - 1 Host	Single Instance. Cold Standby. Includes Core Services.Application Database, Core Platform Management: Upgrade/Patch Management.
Data Agent Production (Base)	Per Solution	£8,000	£1,500	Up to Three Container Environment(s), Up to 3 Zones. Up to 3 Hosts.	Resilient Instance. Warm Standby. Includes Core Services. Resilient Application Database, Core Platform Management: Upgrade/Patch Management. 3rd Line Support.
Data Agent Enterprise (Base)	Per Solution	£10,000	£2,000	3-5, Container Environments, Multiple DC/Locations. Up to 9 Hosts.	Resilient Instance. Warm Standby. Includes Core Services. Resilient Application Database, Core Platform Management: Upgrade/Patch Management. 3rd Line Support.
Additional Zone	Per Zone	£4,000	£900	Additional Container Environment, for distributed Service(s)	Providing n+1 services in HA/DR deployment(s) of core components.

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Bastion Host & Remote Support Access/VPN	Per Solution	£2,500	£250	3 Containers per site/Zone	Remote Access over VPN, with controlled end point access, logging, Admin Terminal, Container Management, IAC deployment. Build Desktop
Interface Onboarding & Prompt Mgmt	Per Interface	£5,000	£400		One Host/Service/Connection. Prompt Tuning. Test Pack Confidence/Assurance. LLM Tuning.

Data Agent – On-Premise Installed in client datacentres or co-location. Maximum control, offline operation options, and integration with existing security and compliance tooling. Pricing as hybrid.

Incident Management

Viewdeck classifies incidents raised at its service desk using the following P1 – P3 priority. Incidents raised with the Service Desk will be triaged and responded to accordingly in priority order.

- P1 Total loss of service to all users.
- P2 Some loss of critical service for some or all users.
- P3 Limited loss of service or work around possible limiting loss experienced.

Priority	Response type (during standard business hours)	Target resolution (Mon-Fri 9-5)
P1	30 minute response, sustained effort using all necessary and available resources until service is restored.	4 hours
P2	4 hour response to assess the situation, staff may be interrupted and taken away from lower priority jobs.	1 working day
P3	One working day response using standard procedures and operating within the normal frameworks.	3 working days