

SQL Agent – Structured Insight

Pricing document

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SQL Agent

SQL Agent is a secure, governed natural-language-to-SQL interface designed for agentic workflows that require **structured, auditable, real-time database results**. It enriches LLM/agent outputs with verified facts, supports multi-database querying patterns, and provides complete audit trails for compliance.

Key Dependencies

- **Deployment/runtime:** Docker / Kubernetes recommended for production
- **Databases (supported):** PostgreSQL, MySQL, MariaDB, ODBC, JDBC
- **Identity & governance:** SSO, RBAC/ABAC, OAuth2 and/or API keys

Component & Options Matrix

Key component	Included (Base)	Options you can price	Dependencies / Notes
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
Result Handling	Yes	Output formats (JSON/Markdown/Table/CSV); streaming large results	Normalisation across sources for downstream agents
Audit & Compliance	Yes	Extended audit; compliance reporting; observability dashboards	Full lineage of query → SQL → result
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.

Key component	Included (Base)	Options you can price	Dependencies / Notes
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

SQL 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
SQL 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.
SQL 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.
SQL 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.
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

Line item	Unit	Setup & Installation	Service Per month	Pattern	Notes
					Management, IAC deployment. Build Desktop
Dataset Onboarding & Prompt Mgmt	Per Dataset	£12,000	£500		One Database/view. Prompt Tuning. Test Pack Confidence/Assurance. LLM Tuning.

SQL 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.

As Above

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

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

Line item	Unit	Setup & Installation	Service Per month	Pattern	Notes
SQL 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.
SQL 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.
SQL 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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Dataset Onboarding & Prompt Mgmt	Per Dataset	£12,000	£500		One Database/view. Prompt Tuning. Test Pack Confidence/Assurance. LLM Tuning.

Licences

- **SQL Agent** – licensed under Apache 2.0
- **Secure Engineering Platform** – provided as open-source software under either MIT or Apache 2.0 licences. Certain components of the Engineering Platform are provided as open-source with a limited-use licence that restricts commercial reuse and redistribution.
- **Database engine licences** – remain customer responsibility (PostgreSQL, MySQL, MariaDB, MS SQL, Oracle, and other database systems).
- **Third-party dependencies:** PostgreSQL, MariaDB, Docker, Kubernetes, and various database connectors.
- Works alongside open-source components that are licensed separately.

Trademarks and Copyrights

All third-party trademarks and copyrights remain with their respective owners. Key third-party trademarks referenced in this document include:

- **PostgreSQL** – trademark of the PostgreSQL Global Development Group
- **MySQL** – trademark of Oracle Corporation
- **MariaDB** – trademark of MariaDB Foundation
- **Microsoft SQL Server** – trademark of Microsoft Corporation
- **Oracle Database** – trademark of Oracle Corporation
- **Docker** – trademark of Docker, Inc.
- **Kubernetes** – trademark of the Linux Foundation
- **Python** – trademark of the Python Software Foundation

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