

This pricing is provided as at May 2024 and should be considered strictly indicative. All services are individually priced and will vary according to quantity, term of service, and required features.

## Professional services

| Trustmarque PS Resource Types          | Enterprise Day Rate |
|----------------------------------------|---------------------|
| Programme Director                     | £910                |
| Programme Manager                      | £806                |
| Project Manager                        | £715                |
| Project Coordinator                    | £330                |
| Engineer - Networks, UC & Connectivity | £550                |
| Technical Consultant/Design Authority  | £881                |

## Support

Trustmarque has included a number of options, based upon frequent customer projects and scenarios. Every option however is subject to a number of factors and requires a technical review with the customer to determine what is required based upon their specific environment.

An overview of our support offering is as follows:

### Hours of cover

| Cover options     | 08:00 – 18:00 | 24hour service |
|-------------------|---------------|----------------|
| Monday – Friday   | ✓             | ✓              |
| Monday – Saturday | ✓             | ✓              |
| Monday - Sunday   | ✓             | ✓              |

### Response times

| Incident priority   | P1     | P2  | P3   |
|---------------------|--------|-----|------|
| Technical call back | 30mins | 1hr | 4hrs |

### Incident management

| Cover option            | 4hour* | 8hour | Next business day |
|-------------------------|--------|-------|-------------------|
| Service restoration SLA | ✓      | ✓     | ✓                 |

### Parts onsite

| Cover option            | 2hour** | 4hour | 8hour | Next business day |
|-------------------------|---------|-------|-------|-------------------|
| Service restoration SLA | ✓       | ✓     | ✓     | ✓                 |

\* Dependant on location and technology

\*\* Replacement part required to be in local spare holding

Remote access required

|                                   | Parts only | Maintenance | Monitored | Managed |
|-----------------------------------|------------|-------------|-----------|---------|
| RMAC                              | o          | o           | o         | ✓       |
| Service management                | o          | o           | o         | ✓       |
| Device availability monitoring    |            |             | ✓         | ✓       |
| Release/Configuration management  |            |             |           | ✓       |
| Failover/Resilience testing       |            |             |           | ✓       |
| Problem management                |            |             |           | ✓       |
| Security vulnerability management |            |             |           | ✓       |
| Compliance management o           | o          | o           | o         | o       |

o = optional at additional cost

✓ = included

**RMAC:** Remote Moves, Additions and Changes are non-service affecting repeatable configuration changes to the customers systems carried out remotely by the Trustmarque NOC during core business hours (08:00 to 18:00, Monday to Friday, excluding UK public holidays). For example: Changing port config on LAN switches; creating hunt-groups on VoIP system. We use a token system where one (1) token equates to 30minutes of work. Clients buy tokens in bundles. The more tokens purchased the greater the discount.

*Exclusions:* Changes which are regarded complex in nature and are deemed either service affecting or will change the existing design or introduce a new feature or have to be executed outside core business hours\* will have to be costed separately.

\* For 24/7 managed customers, service affecting RMACs out of hours are included, but design changes are not.

## Cloud security

Cisco Cyber Security subscriptions and products start from as little as £2, per user, per month. For more detail enquires should be made with our team for tiered pricing to match each individual client's specific requirement. By way of example of some features of the cloud security portfolio:

- 🔒 Managed Cloud based Firewall from £160 per firewall per month
- 🔒 Managed MFA Prices from £2.69 per user per month
- 🔒 Managed Security Incident Alert and Response (SIAR) from £9.00 per device per month
- 🔒 Managed Cisco Umbrella Prices starting from £850 (minimum price for up to 500 users)

## Cloud collaboration

Collaboration products are highly variable and are dependent on several factors including prevailing FX rates, customer discount structure and economy of scale. However, by way of example we have included some indicative costs for Cisco Webex:

- 🔒 Webex Meeting License: from £25 per month
- 🔒 Webex Meeting Suite License: from £40 per month
- 🔒 Webex Training License: from £350 per month
- 🔒 Webex Event License: from £350 per month
- 🔒 Webex Meetings EA license: from £13 per month
- 🔒 Webex Calling License: from £6 per Month

## Cloud enterprise connectivity

Cloud based networking is a complex undertaking but can be simplified by the example below of use of the Cisco Meraki portfolio stack. The pricing below represents the indicative costs for 1 Year term from selected SKUs. Other devices are available as are contract length and volume discounts.

| Device Model     | Description                                    | Price  |
|------------------|------------------------------------------------|--------|
| MR53-HW          | Meraki MR53 Cloud Managed AP                   | £975   |
| LIC-ENT-1YR      | Meraki MR Enterprise License, 1YR              | £86    |
| MX64-HW          | Meraki MX64 Cloud Managed Security Appliance   | £341   |
| LIC-MX64-ENT-1YR | Meraki MX64 Enterprise License and Support,1YR | £173   |
| MX84-HW Meraki   | MX84 Cloud Managed Security Appliance          | £1,142 |
| Meraki MX84      | Enterprise License and Support,1YR             | £583   |