

Itembank PRICING UNITS	GBP / one time	GBP / month
Per Application Virtual Machine, Database Instance or Node (minimum of 2 per environment)		£500
Clustered Application Virtual Machine Instance		£1,000
Per Terabyte data storage (minimum of 1 for file uploads and backups)		£500
Per Environment configuration (for dedicated environments only) (including VPN, S3, AWS Gateway, Secure VPC Subnet, Monitoring, backups and BCDR)	£10,000	

All prices are based on a minimum 1 year contract, and exclude any VAT.

Support Service Level Agreement	Basic	Premium	Enterprise
Price / month (excluding VAT)	£1,000	£2,500	£5,000
Integration with 3 rd party APIs (IdP, data sources, destinations etc).	N/A	1 connections	Up to 5 connections
Documentation wiki	x	x	x
Standard maintenance scripts	x	x	x
Data import scripts and templates	N/A	x	x
Account manager	N/A	x	x

In-hours technical support response time SLA ¹	5 day	2 day	4 hours
In-hours Telephone technical support ¹	N/A	N/A	x
Priority feature requests	N/A	N/A	x
Included dev/support days per month (non-cumulative)	none	3	10

The following additional support can be provided under Cloud Support Services for resource-based work:

- Custom attribute configuration / api customisation and integration.
- Workflow and branding customisation.
- Quality assurance and systems integration support.
- Data synchronisation to/from external RDBMS, Microsoft Active Directory (other 3rd party source systems and cloud services).
- Data profiling quality and cleaning.
- Metadata publishing and meta data management.
- Service desk resources to manage data and collections.

¹ Email and telephone support is capped: Basic – 1 hour per month; Premium – 24 hours/month; Enterprise – 80 hours/month.

Contact hours are between 9 a.m. and 5 p.m. Monday to Friday (excluding UK bank holidays).

For enterprise customers, priority 1 severity (defined as service downtime) response is within 1 hour.

24/7 support coverage is available for an additional charge.