



SMART SERVICES

Infrastructure Monitoring as a Service

Pricing Document



Secure



Manageable



Agile



Responsible



Technology

Infrastructure Monitoring as a Service

XMA's approach to pricing ensures transparency for our customers and demonstrates flexibility and tolerance of ever-changing market conditions. This solution has been designed specifically to be highly scalable and excellent value for money.

Our pricing structure for this service offering is calculated based on a fixed charge per device per month as detailed in the Figure 1 below:

Infrastructure Monitoring as a Service Onboarding	One Time Charge
Customer Onboarding (5 Days)	£4,250

Device Based Services (Minimum 1,000 Contracted Devices)	Per Device Per Month
Standard Infrastructure Monitoring as a Service (includes basic triage and escalation to appropriate resolver group)	£13.98
Optional Services	Per Instance Per Month
Configuration Monitoring	£ 3.85
Website Monitoring	£ 3.85
Public Cloud Monitoring	£ 3.85
Service Monitoring	£ 3.85

Table 1 - XMA Infrastructure Monitoring as a Service Pricing Table

Pricing Assumptions

To ensure successful delivery and ongoing performance of XMA's Service Desk, the following assumptions and customer responsibilities apply:

- Service relies on LogicMonitor. Compatibility with legacy or niche systems may be limited.
- Pre-built templates and dashboards are available, but highly bespoke requirements may incur extra costs or development time.
- XMA provides monitoring and alerting, but resolution of issues may depend on customer or third-party resolver groups.
- Pricing is based on the number of devices monitored; significant increases in estate size may affect costs.
- Some monitoring features may depend on third-party integrations or APIs, which could affect availability or functionality.
- All prices quoted exclude VAT.
- Prices and Service Descriptions are subject to the G-Cloud Supplier Terms and Conditions.