



Redcentric IaaS Cloud Support Services

Price Card

G Cloud 15

Lot 3 – Cloud Support

January 2026

redcentric

AGILE • AVAILABLE • ASSURED

Redcentric IaaS Cloud Support Services

As a leading cloud services provider, Redcentric understands that no two cloud journeys are the same. Cloud support and management requirements vary from organisation to organisation. Redcentric IaaS Cloud Support Services are designed for organisations that need a trusted partner to provide 24x7 operational support for cloud Services and web technologies. Redcentric cloud support services are powered by our Adaptive Cloud Engineering (ACE) teams, which empower cloud adoption and accelerate customers along their cloud journey. Ranging from Platform Support to providing around-the-clock access to cloud expertise, governance, security, tooling, and automation for all cloud subscriptions.

Why Redcentric for Cloud & Management?

Redcentric is a next-generation cloud services provider that manages the full cloud lifecycle, including delivering, managing and operating services for IaaS, PaaS, AWS, Modern Workplace, to Azure and everything in-between for full end-to-end solutions. No matter the challenge Redcentric can help, be it daily management to full modernisation, we ensure you get the most out of your cloud investment. Redcentric ACE teams include expert engineers across many disciplines, including SRE, SysOps, DevOps, NetOps, FinOps and SecOps across many platforms that could make up your multi-cloud strategy. Redcentric provides the tooling, automation, and 24/7x365 access to this expert cloud expertise to help reduce the burden of managing, monitoring, and operating your private cloud infrastructure.

All private cloud platforms and services that are listed in our Core Competency matrix are covered at an expert level.

Included in the price, starting from Foundations, you will receive the following:

- ✓ Pre-sales guidance and solutions
- ✓ Service identification/licence model recommendations
- ✓ High Level Design

Foundations

- Redcentric Service Desk
- Self-Service Portal
- ACE Escalations

Operate

- Managed Platform
- Managed Storage
- Resource Tagging & Monitoring
- Platform Monitoring

Percentage Based + Minimum Charges

Operate+

Everything Operate PLUS:

- Managed VM's
- Patching Schedules
- Disaster Recovery Configuration
- Resource Tagging, Monitoring & Reports
- PaaS Configuration & Management
- Platform Optimisations

+ Per-VM/OS-Charges etc.

Govern

- Advisory Led
- Cost Monitoring & Optimisations
- Compliance Assistance
- Resource Consistency
- Assisted regulatory compliance
- Security governance
- Assisted regulatory compliance
- Security governance
- Reporting

Modernise

- Automation
- Modernisation
- OS-Upgrades
- Bespoke Dashboards
- Application Support & Integration
- Training
- Third Party Management

Per-Block-of-Hours-Charges

Standard Deliverables

- Service Setup
- Service Configuration
- 24 / 7 Support

All packages except Foundations gives access to the following:

- VMware-certified Service Desk
- VMware-certified Engineers and Architects
- Account Manager
- Service Delivery Manager
- Onboarding Manager

Pricing

All prices exclude VAT.

This Service is subject to a Call-Off Contract Period of up to 36 months and a Minimum Period of Service of 12 months.

Professional Services

Data extraction as part of customer offboarding can be optionally achieved via entire service transfer to a new provider or via the provision of extracted data on portable media.

Given the nature and variability of customer offboarding, these activities are delivered as Professional Services, which are detailed below and in the Redcentric Lot 3 Framework Prices.

Management

The managed and premium options provide for the monitoring, and remediation of backup failures on behalf of the customer, as well as restoration assistance, advice, and recommendations.

Subscriptions

There are two overarching models for purchase, both of which are usage-based models; customers are charged for the quantities consumed each month.

Tiering Pricing Model (Managed Public Cloud)

Redcentric offers a cost-effective model based on cloud spending. This model works on the same principles as the economies of scale model that cloud services are built upon. As cloud spending increases, the relationship between cloud spending and support mostly scales back. This means that the incremental support spending will generally be charged at a lower rate. In other words, as economies of scale are achieved, the cost of support decreases.

Operate empowers customers to focus on their business objectives instead of the day-to-day. It comes in two tiers, Operate provides baseline tooling, monitoring, and access to ACE certified cloud specialists for day-to-day operational support and management. Operate takes the everyday platform complexities from an IT team, to deliver standardised operations and incident response to ensure that the customer's private cloud environment is:

- Getting Operation Excellence
- Securely Connected
- Monitored Platform

Operate+ builds on Operate, adding optimisation capabilities to improve performance, automation, efficiency, and reliability with industry-leading tooling. Operate+ is best paired with the Govern service to ensure customers achieve the highest level of success with their investment to ensure that the customer's private cloud environment is:

- Well-Architected
- Optimised & Efficient
- Resilient
- Organised & Standardise

Table 1 - Operate & Operate+ Service Set Up Charge and Monthly Recurring Charges that apply during each fiscal year.

	From 1 Apr 26 to 31 Mar 27		From 1 Apr 27 to 31 Mar 28		From 1 Apr 28 to 31 Mar 29		From 1 Apr 29 to 31 Mar 30		From 1 Apr 30 to 31 Mar 31		From 1 Apr 31 to 31 Mar 32		From 1 Apr 32 to 31 Mar 33	
Monthly Infrastructure Spend	Operate	Operate+	Operate	Operate+	Operate	Operate+	Operate	Operate+	Operate	Operate+	Operate	Operate+	Operate	Operate+
	Platform Support	Platform Support + Optimisation	Platform Support	Platform Support + Optimisation	Platform Support	Platform Support + Optimisation	Platform Support	Platform Support + Optimisation	Platform Support	Platform Support + Optimisation	Platform Support	Platform Support + Optimisation	Platform Support	Platform Support + Optimisation
Level 0 below £4k	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%
Level 1 4k to £11k	9.0%	10.0%	9.0%	10.0%	9.0%	10.0%	9.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%
Level 2 11k to £19k	7.5%	10.0%	7.5%	10.0%	7.5%	10.0%	7.5%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%	10.0%
Level 3 £19k to £35k	7.0%	9.0%	7.0%	9.0%	7.0%	9.0%	7.0%	9.0%	9.0%	9.0%	9.0%	9.0%	9.0%	9.0%
Level 4 £35k to £75k	7.0%	8.0%	7.0%	8.0%	7.0%	8.0%	7.0%	8.0%	8.0%	8.0%	8.0%	8.0%	8.0%	8.0%
Level 5 £75k to £150k	7.0%	7.5%	7.0%	7.5%	7.0%	7.5%	7.0%	7.5%	7.5%	7.5%	7.5%	7.5%	7.5%	7.5%
Level 6 £150k to £265k	7.0%	7.0%	7.0%	7.0%	7.0%	7.0%	7.0%	7.0%	7.0%	7.0%	7.0%	7.0%	7.0%	7.0%
Level 7 £265k to £350k	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%
Minimum Charge	£432 + Above %	£2,160 + Above %	£448 + Above %	£2,240 + Above %	£464 + Above %	£2,320 + Above %	£480 + Above %	£2,400 + Above %	£480 + Above %	£2,400 + Above %	£480 + Above %	£2,400 + Above %	£480 + Above %	£2,400 + Above %
Setup Charge	1 Month of Above	2 Months of Above	1 Month of Above	2 Months of Above	1 Month of Above	2 Months of Above	1 Month of Above	2 Months of Above	1 Month of Above	2 Months of Above	1 Month of Above	2 Months of Above	1 Month of Above	2 Months of Above

Managed VM/OS will protect customers' EC2 VMs & OS's to make the most critical and time-consuming server tasks easy to complete. Designed to be multi-cloud, Operate provides patch management for the customer's VM workloads to ensure that the customer's cloud environment is:

- Robust & Up to Date
- Monitored OS's
- AV Management

Table 2 - Operate Service Monthly Recurring Charges that apply during each fiscal year. There is no set-up charge and the Monthly Recurring Charges apply per VM.

VM Volumes	From 1 Apr 26 to 31 Mar 27	From 1 Apr 27 to 31 Mar 28	From 1 Apr 28 to 31 Mar 29	From 1 Apr 29 to 31 Mar 30	From 1 Apr 30 to 31 Mar 31	From 1 Apr 31 to 31 Mar 32	From 1 Apr 32 to 31 Mar 33
	Monthly Recurring Charge	Monthly Recurring Charge	Monthly Recurring Charge	Monthly Recurring Charge	Monthly Recurring Charge	Monthly Recurring Charge	Monthly Recurring Charge
0 to 100	£48.60	£51.03	£53.07	£54.93	£56.85	£58.84	£60.90
100 to 250	£44.80	£47.04	£48.92	£50.63	£52.41	£54.24	£56.14
250 to 500	£38.80	£40.74	£42.37	£43.85	£45.39	£46.98	£48.62
500 to 1,000	£33.40	£35.07	£36.47	£37.75	£39.07	£40.44	£41.85
1,000+	£29.10	£30.56	£31.78	£32.89	£34.04	£35.23	£36.47

Good Governance is Key to Public Cloud Success

The Redcentric Cloud Managed Service – Govern offering is an independent service part of the Managed Cloud Portfolio of services. While there are great benefits to utilising this service by itself, there are many more benefits to using it alongside all the services in the Redcentric Managed Cloud Portfolio.

Govern is a consultancy-led offering with fixed fees to support the planning, compliance, budgeting, deployment, operation, and success of an cloud environment. We provide an integrated audit and consulting approach for reviewing and advising organisations on their usage of the cloud platform to ensure that the customer's cloud environment has expert Governance.

Engagement Schedule Examples

The frequency of the engagement required drives the cost between Simple too Complex, with some examples in the table below to help gauge what level is right for you. In the case of doubt, start with Simple as the frequency of the consultative-led cadence calls and the effort required to achieve good governance should be set as early as possible for the best results, depending on the customer's needs at the time. These can be adjusted as situations change.

Engagement Table (does not include all activities, see Service Definition for the full list)

Governance Engagement Tiers	SIMPLE	MODERATE	COMPLEX
Activity Examples	Frequency	Frequency	Frequency
Spend reporting by usage/service	Every 90 days	Every 30 days	Every 30 days
Consultative cadence call to Key Stakeholders to drive governance forward	Every 180 days	Every 90 days	Every 30 days
Cost and budget reporting and analysis	Every 90 days	Every 60 days	Every 14 days
Compliance reviews and reports	Every 180 days	Every 90 days	Every 30 days
Compliance remediation assistance workshops	Every 180 days	Every 90 days	Every 30 days

Table 3 - The Govern service has a set up charge that is equal to two (2) months of the appropriate Monthly Recurring Charge. Monthly Recurring Charges that apply during each fiscal year.

Service Description	From 1 Apr 26 to 31 Mar 27	From 1 Apr 27 to 31 Mar 28	From 1 Apr 28 to 31 Mar 29	From 1 Apr 29 to 31 Mar 30	From 1 Apr 30 to 31 Mar 31	From 1 Apr 31 to 31 Mar 32	From 1 Apr 32 to 31 Mar 33
	Monthly Recurring Charge	Monthly Recurring Charge	Monthly Recurring Charge	Monthly Recurring Charge	Monthly Recurring Charge	Monthly Recurring Charge	Monthly Recurring Charge
Simple	£817.00	£857.85	£892.16	£923.39	£955.71	£989.16	£1,023.78
Moderate	£1,910.00	£2,005.50	£2,085.72	£2,158.72	£2,234.28	£2,312.48	£2,393.41
Complex	£5,500.00	£5,775.00	£6,006.00	£6,216.21	£6,433.78	£6,658.96	£6,892.02

Modernisation is the key to Growth.

To provide effective support, a company's operational model must align with modernised approaches of development teams that support automated deployment pipelines, infrastructure as code, and an open DevOps approach. We offer a modern approach for modern applications backed by robust SLAs.

Modernise is not a whole service offering but an add-on of customisable deliverables in the form of pre-purchased hours. This is the best way to accelerate your business's cloud journey to deliver complex cloud operations via Redcentric Adaptive Cloud Engineer (ACE) experts. Whether you desire a deeper technical relationship to drive outcomes or need assistance handling your architecture's complexity, the ACE team can assist an organisation in finding the right solution.

(Shown below is an example of the minimum entry-level(s) to this service and includes everything that is needed to start this engagement)

Table 4 – The Modernise On Demand service has a set up Charge that is equal to two (2) months of the appropriate Monthly Recurring Charge. Monthly Recurring Charges that apply during each fiscal year.

Minimum Hours Per Month	From 1 Apr 26 to 31 Mar 27	From 1 Apr 27 to 31 Mar 28	From 1 Apr 28 to 31 Mar 29	From 1 Apr 29 to 31 Mar 30	From 1 Apr 30 to 31 Mar 31	From 1 Apr 31 to 31 Mar 32	From 1 Apr 32 to 31 Mar 33
	MODERNISE Per Hour Charge (Billed Quarterly)	MODERNISE Per Hour Charge (Billed Quarterly)	MODERNISE Per Hour Charge (Billed Quarterly)	MODERNISE Per Hour Charge (Billed Quarterly)	MODERNISE Per Hour Charge (Billed Quarterly)	MODERNISE Per Hour Charge (Billed Quarterly)	MODERNISE Per Hour Charge (Billed Quarterly)
50 hours	£270.00	£283.50	£294.84	£305.16	£315.84	£326.89	£338.34
100 hours	£233.00	£244.65	£254.44	£263.34	£272.56	£282.10	£291.97
200 hours	£185.00	£194.25	£202.02	£209.09	£216.41	£223.98	£231.82
400 hours	£142.00	£149.10	£155.06	£160.49	£166.11	£171.92	£177.94
800 hours	£98.00	£102.90	£107.02	£110.76	£114.64	£118.65	£122.80

Advisory Services

Three customisable offerings to optimise cloud environments while empowering decision-makers on the best way to achieve business objectives no matter where they are in their cloud journey.

We'll start with a thorough analysis to understand your needs and identify opportunities to help you excel. From assessment to ideation and true innovation, we work alongside your team, providing the guidelines, guardrails, and expertise you need to be successful.

Each advisory offering is based on industry-leading frameworks, extended with many years of Redcentric expertise to accelerate a customer's business objectives and success.

Table 5 – The Advisory Professional Services Charges will depend on scope of the project. The Redcentric Lot 3 Framework Prices for “Solutions Architect” shall apply.

Advisory Services	One-Off Charge by Skill Level
Cloud Readiness Assessment 2 Days	Standard
Governance Assessment 2 to 5 Days	Lead
Well-Architected Review 7 to 21 Days	Principle

Professional Services

Redcentric ACE Professional Services provides consulting and engineering allowing customers to leverage teams of experts across Infrastructure, Database, SysOps, DevOps, FinOps, Networking and Security.

Migrating workloads and production services can be challenging as well as costly if poorly executed. Although it is relatively easy to undertake a “lift & shift” migration this rarely delivers on transformation and ROI requirements. Ensuring a best practice deployment and appropriate governance controls is often overlooked as part of migration planning.

Table 6 – Professional Service Charges during the periods shown, as per the Redcentric Lot 3 Framework Prices. Applicable levels will depend on scope of the project.

Professional Services are available and will be provided in accordance with the Buyer’s specific requirements. Pricing will be agreed by the number of Professional Services days required and the applicable consultant roles from the Job Family “Architecture” (Data, Network, Security, Solutions & Technical Architects*) and “Product & Delivery” (Programme Delivery).

Professional Services – Project Scope	Architects* Skill Levels	Programme Delivery Skill Levels
Build & Migrate	mixture of Associate, Lead, and Principle	Manager
Re-Platform	mixture of Lead, Senior, and Principle	Manager
Transformation	mixture of Lead and Principle	Manager

Additional Chargeable Service

We can offer a wide variety of professional services and ongoing management services related to setup and management that encompass not only the migration and operation the private cloud, but also a wide variety of other infrastructure systems, these can be discussed with your Account Manager or SDM to find the right combination that works for your business.

Ending the contract without reason

If the Customer terminates the Call-Off Contract, all or part of it, before the Call-Off Contract end date, as set out in paragraph 13.2.2 of the General Terms, the Customer must give the Supplier no less than 90 days’ notice.

The Buyer must promptly pay all outstanding Charges incurred to the Supplier and must pay the Supplier reasonable committed and unavoidable losses as set out in clause 13.5.3 of the General Terms. The Supplier’s committed costs over the Contract Period are:

- in Year 1, 100% of any monthly recurring Charges payable by the Buyer; and
- in the remainder of the Contract Period, 30% of any monthly recurring Charges payable by the Buyer.

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