



## Acentria IT Price Guide IaaS, PaaS and SaaS

### Overview

This G10 pricing guide has been created in order to provide an in-depth description of all product pricing, options and requirements relating to the G10 Service Descriptions which are available on the [Digital Marketplace](#).

The guide is divided into four sections:

- Infrastructure as a Service
- Platform as a Service
- Software as a Service
- Additional Services

In each section, we've suggested several steps you can follow to calculate the price of your desired product, including connectivity and additional services. We've also included worked examples in each section.

For more help with calculating the price of your chosen service, please contact Acentria sales on 01293 738672.



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### Infrastructure as a Service (IaaS)

#### Compute as a Service: Standard and Enhanced

Pricing for virtual machines (VMs) provided by Acentria IT Cloud Services is based on consumption of a VM per month. The customer is only charged for the amount of virtual CPU's, Memory and storage allocated to a VM on a monthly basis.

Please review the Acentria IT Compute as a Service Descriptions for full details of the services, including a description of service levels, features, requirements and customer responsibilities. Compute pricing depends on:

- Service level (Assured and Elevated Managed Service)
- VM size
- Security domain
- Storage amount and type
- Automated VM backup and retention
- OS and application licences

To establish your VM pricing, follow these steps (referring to the Compute pricing table below):

**Step 1:** Select the VMs based on service level, desired size, and security domain requirements

**Step 2:** Select additional storage and backup

**Step 3:** Select OS and application licences if required

**Step 4:** Determine network requirements and additional services (section 5)

**Step 5:** Select one of the Managed Service Wrapper option (based on security requirement i.e.

Assured or Elevated and the availability required i.e. Standard or Enhanced)

#### Compute worked example:

If a customer has two medium sized VMs at STANDARD service level on our Assured platform running for 1 month, it would cost:

2 x Standard / Assured / Medium VMs @ £219.00 per month = £438 per month

2 x Assured Service Wrappers @ £350 per month = £700 per month

If you require Dedicated Compute, please refer to section 0.



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### Compute as a Service pricing table

Service Level	VM size	2GHz vCPU	RAM (GB)	Assured	Assured (only) Service Wrapper Cost per month	Elevated	Elevated (only) Service Wrapper Cost per month	Storage (above included 60GB**) £ / 1GB / month	Storage (above included 60GB): Optimised Storage £ / 1GB / month	14-day backup retention £ / 1GB / monthΔ	28-day backup retention £ / 1GB / monthΔ
Standard (single site) Managed Service with unlimited hours of Fix on Fail support of OS and ECO services managed support	Tiny	1	2	£94.90	£350.00	£138.70	£450.00	£0.20	£0.45	Included	£0.10
	Small	2	4	£131.40		£197.10					
	Medium	4	8	£219.00		£328.50					
	Medium High Memory	4	16	£313.90		£474.50					
	Large	8	16	£459.90		£657.00					
	Large High Memory	8	32	£730.00		£1,095.00					
	Tier 1 Apps Small	8	48	£1,022.00		£1,496.50					
	Tier 1 Apps Medium	8	64	£1,314.00		£1,898.00					
	Tier 1 Apps Large	8	96	£1,861.50		£2,737.50					
Enhanced(Including DR) Managed Service with unlimited hours of Fix on Fail support of OS and ECO services managed support	Tiny	1	2	£197.10	£375.00	£313.90	£475.00	£1.10	Not available	Including replication and 14-day replicated backup	£0.15
	Small	2	4	£233.60		£372.30					
	Medium	4	8	£299.30		£489.10					
	Medium High Memory	4	16	£474.50		£766.50					
	Large	8	16	£620.50		£1,022.00					
	Large High Memory	8	32	£1,131.50		£1,679.00					
	Tier 1 Apps Small	8	48	£1,533.00		£2,263.00					
	Tier 1 Apps Medium	8	64	£1,934.50		£2,883.50					
	Tier 1 Apps Large	8	96	£2,737.50		£4,161.00					



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Note: The term ECO services relates to security and management tools required to support business services within given security domain i.e. systems management, GPG13 protective monitoring, AD and so on. These services are described in the service definition document for more details.

### Select OS and application licenses if required

The standard terms and conditions from Microsoft state that if you want to run Windows Server operating systems in the cloud, you must license it via the Government Service Provider Licence Agreement (G-SPLA).

If you're licensing Microsoft Windows Server OS, Microsoft SQL Server or Red Hat Enterprise Linux, the following licensing charges apply:

VM Size	OS and application licences							
	Microsoft Windows Server OS		Microsoft SQL Standard		Microsoft SQL Enterprise *		Red Hat Enterprise Linux	
	Academic	G-SPLA	Academic	G-SPLA	Academic	G-SPLA	Subscribe through Acentria	Bring Your Own Subscriptions
	£ / month / VM	£ / month / VM	£ / month / VM	£ / month / VM	per month	Per month	£ / hour / VM	
Small VM	£2.19	£9.49						
Medium VM	£3.65	£18.98						
Medium High Memory	£3.65	£18.98						
Large VM, Large High Memory, Tier One Apps	£10.95	£55.48	£109.50	£211.70	£390	£825	£65.70	

Per-VM Windows Standard Licence (for customers not eligible for G-SPLA licensing) — bought per month, £20 per operating system environment.



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### Dedicated Compute

Pricing for Dedicated Compute is based on the number of Starter Packs and Upgrade Packs purchased, the domain, storage, backup and retention policies needed and Service Management Wrappers.

Please review the Compute as a Service, Service Description for further details.

To establish Dedicated Compute pricing, follow these steps:

**Step 1:** Choose the number of Starter Packs and Upgrade Packs required

**Step 2:** Choose the storage amount and type

**Step 3:** Choose backup and retention policies

**Step 4:** Select OS and application licences

**Step 5:** Determine network requirements and additional services (section 5)

**Step 6:** Select one of the Managed Service Wrapper option (based on security requirement i.e.

Assured or Elevated and the availability required i.e. Standard or Enhanced)

Please note:

- You can buy a maximum of nine Upgrade Packs before you must buy another Starter Pack
- The lead time is a minimum of 10 days
- The minimum term is 90 days
- The cancellation notice required is 90 days





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### STANDARD (including backup) Per DC

Type	Specification	Assured OFFICIAL	Elevated OFFICIAL	BASIC Storage (Primary storage only) £ / GB / Month	Optimised BASIC Storage £ / GB / month	14 day backup retention £ / GB / month Δ	28 day backup retention £ / GB / month Δ
Starter Pack	20 cores 300GB RAM (usable)	£9,000	£11,000	£73.00	£255.50	£365.00	£547.50
Upgrade Pack	20 cores 300GB RAM (usable)	£4,500	£5,500	£73.00	£255.50	£365.00	£547.50

Δ Storage agnostic

### Select OS and application licenses if required

Type	OS and application licences			
	Microsoft Windows G-SPLA Per month	Microsoft Windows SPLA Per month	Red Hat Enterprise Linux (RHEL)	
			Subscribe through Acentria Per month	Bring Your Own Subscriptions
Starter Pack	£100	£150	£100	No charge
Upgrade Pack	£50	£75	£50	

### If Shared Disk is required

Monthly price per VM	Setup fee per VM	Charge for changes
£200	£500	£325



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### Cross Domain Security Zone

Acentria IT offers a Managed Cross Domain Security Zone service:

#### Acentria-managed Cross Domain Guard

The Cross Domain Guard is a solution designed to support structured and inspectable HTTP-based data such as XML. Our validated Managed Cross Domain Solution building block enables a single-tenant solution for elevated services to access the internet from the Elevated domain for services such as patching, Antivirus and so on. It is priced as a baseline monthly fee, plus a fee per VM per month, depending on VM sizes, and with a monthly management fee (service wrapper) as follows:

VM size	vCPU (2GHz)	RAM (GB)	STANDARD (per month)	Service Wrapper Cost per month	Baseline monthly fee
Tiny	1	2	£150	£500	£500
Small	2	4	£250		
Medium	4	8	£350		
Medium High Memory	4	16	£500		
Large	8	16	£750		
Large High Memory	8	32	£1,000		
Tier 1 Apps Small	8	48	£1,500		
Tier 1 Apps Medium	8	64	£2,000		
Tier 1 Apps Large	8	96	£3,000		

### Worked examples:

CDSZ Acentria-managed Cross Domain Solution comprising four Medium VMs:

- 1 x baseline fee @ £500 per month
- 1 x Service Wrapper @ £500 per month
- 2 x Medium VMs @ £700 per month

Total = £1,700 per month



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### Secure Remote Access

Acentria IT Secure Remote Access service is priced as follows:

Remote access pack	Monthly price*	Effective monthly price per certificate*
3 licences	£350	£116.67
10 licences	£500	£50.00
25 licences	£1,000	£40.00
100 licences	£2,500	£25.00
1,000 licences	£5,000	£5.00

\* Prices are per calendar month or part thereof

The prices above include:

- Access to managed CESG-approved VPN gateways
- Cisco AnyConnect license for the end-user device
- Two-factor authentication using device certificates
- A 'walled garden' VDC where you can deploy your application services

Additional costs apply for the 'walled garden' VDC as shown in the following table:

VM size	vCPU (2GHz)	RAM (GB)	STANDARD (per month)	Service Wrapper Cost per month
Tiny	1	2	£150	£500
Small	2	4	£250	
Medium	4	8	£350	
Medium High Memory	4	16	£500	
Large	8	16	£750	
Large High Memory	8	32	£1,000	
Tier 1 Apps Small	8	48	£1,500	
Tier 1 Apps Medium	8	64	£2,000	
Tier 1 Apps Large	8	96	£3,000	





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### Cloud Storage

Please review the Acentria IT Cloud Storage Service Description for further details.  
To establish your Cloud Storage pricing, follow these steps:

**Step 1:** Select required Service Level

**Step 2:** Choose relevant storage tier

**Step 3:** Choose security domain

#### STANDARD Service Level

Storage tier	Assured OFFICIAL £ / GB / month	Elevated OFFICIAL £ / GB / month
Up to 250TB	£0.090	£0.110
251TB to 500TB	£0.075	£0.080
501TB to 1000TB	£0.055	£0.060
1001TB+	£0.045	£0.050

#### ENHANCED Service Level

Storage tier	Assured OFFICIAL £ / GB / month	Elevated OFFICIAL £ / GB / month
Up to 250TB	£0.110	£0.170
251TB to 500TB	£0.090	£0.140
501TB to 1000TB	£0.070	£0.100
1001TB+	£0.060	£0.090

#### ENHANCED PLUS\* service level

Storage tier	Assured OFFICIAL £ / GB / month	Elevated OFFICIAL £ / GB / month
Up to 250TB	£0.420	£0.780
251TB to 500TB	£0.420	£0.780
501TB to 1000TB	£0.420	£0.780
1001TB+	£0.420	£0.780

\* ENHANCED PLUS is subject to availability



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The storage tier is based on the average consumption at the end of the month, which is based on daily average measurements. For example, if the volume of customer data peaks on one day during the month at 750TB, but the average across all days in the month is measured at 500TB, billing for that month will be at the 251TB–500TB tier rate.

### Platform as a Service (PaaS)

#### Hadoop in the Cloud

The table below outlines the charges for provisioning services on Hadoop in the Cloud.

Cluster type	Starter Pack			Additional slave node (above Starter Pack)		
	TB capacity (usable <sup>†</sup> )	Cost (£) per Month		TB capacity (usable <sup>†</sup> )	Cost (£) per month	
		Assured	Elevated		Assured	Elevated
Low Velocity	10	£3,285.00	£4,015.00	3.333	£584.00	£693.50
Medium Velocity	20	£4,015.00	£4,745.00	6.666	£949.00	£1,095.00
High Velocity	40	£6,205.00	£7,300.00	13.333	£1,460.00	£1,752.00

- <sup>†</sup> Usable Capacity reflects HDFS storage.
- Hadoop in the Cloud is configured by default with a HDFS replication factor of three.
- Pricing does not include Cloudera or Hortonworks licensing (where applicable) or support subscriptions. These prices and services can be obtained through a direct arrangement.
- It is currently not possible to 'mix and match' cluster node types within a single cluster (for example an initial Low Velocity cluster can only scale out with Low Velocity slave node types).
- Additional slave nodes can be expanded in single units as shown above.
- All pricing is per month or part thereof.



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### Software as a Service (SaaS)

#### Email & Collaboration as a Service

Please review the Acentria Email & Collaboration as a Service Service Description for further details. To establish your pricing, follow these steps:

**Step 1:** Select desired number of mailboxes

**Step 2:** Choose assurance level

**Step 3:** Determine additional storage requirements

**Step 4:** Determine network requirements and additional services (section 5)

Email & Collaboration is priced as follows:

	Assured OFFICIAL			Elevated OFFICIAL		
	Price per month	Additional mailbox storage	Archive storage	Price per month	Additional mailbox storage	Archive storage
<499 mailboxes	£5.50	(Above the initial 1GB storage included) £1.00 / GB / month	£0.34 / GB / month	£6.00	(Above the initial 1GB storage included) £1.00 / GB / month	£0.37 / GB / month
500–999 mailboxes	£5.25			£5.75		
1000–2499 mailboxes	£4.75			£5.25		
2500–4999 mailboxes	£4.25			£4.50		
5000–9999 mailboxes	£3.50			£3.75		
10000+ mailboxes	£3.25			£3.25		



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### Connectivity and additional services

To use the following services, you may need to have appropriate accreditations and connectivity in place. Prices for this option are listed below.

#### Assured OFFICIAL

Assured OFFICIAL option	Notes	Data transferred	Price
Internet	<ul style="list-style-type: none"> <li>Pricing is based on the actual volume of data transferred per month.</li> </ul>	Inbound data transfer	Free: £0.00 per GB
		Outbound data transfer on a shared bandwidth model	£0.04 per GB
		Unmetered data transfer	£3,000 per month
PSN (Assured) connectivity	<ul style="list-style-type: none"> <li>Access via Skyscape's resilient, scalable PSN Assured connectivity on a shared bandwidth model.</li> <li>Pricing is based on the actual volume of data transferred (outbound) per month.</li> </ul>	Starter Pack (1TB)	Free: £0.00 per GB
		Above 1TB up to 20TB	£0.25 per GB
		Above 20TB	£0.10 per GB
		Unmetered Data transfer	£2,500 per month
N3 access bandwidth	<ul style="list-style-type: none"> <li>Encrypted access to the NHS National Network (N3) via Skyscape's resilient, scalable N3 connectivity on a shared bandwidth model.</li> <li>Pricing is based on the actual volume of data transferred (outbound) per month.</li> </ul>	Starter Pack (250GB)	£250 per month
		251GB to 1TB	£1.00 per GB
		Above 1TB up to 20TB	£0.35 per GB
		Above 20TB	£0.15 per GB
		Unmetered data transfer	£3,500 per month



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<b>Assured inter-data centre connectivity</b>	<ul style="list-style-type: none"> <li>Assured inter-data centre connectivity uses Skyscape's internet-facing inter-data centre circuits. Customers can use a site-to-site VPN to suitably encrypt data if required. VM replication bandwidth is included in the price of the VM.</li> <li>Pricing is based on the actual volume of data transferred (bidirectional) per month.</li> </ul>		£0.04 per GB
	<ul style="list-style-type: none"> <li>If there are more complex or performance-sensitive cross-data centre requirements, customers can pay for an allocation of Skyscape's assured, accredited, resilient multi-gigabit inter-data centre connections. The bandwidth is set and managed by Acentria based on usage tiers.</li> <li>Pricing is based on the actual volume of data transferred (bidirectional) per month.</li> </ul>	Starter Pack (250GB)	£175 per month
		251GB to 1TB	£0.70 per GB
		Above 1TB up to 20TB	£0.25 per GB
		Above 20TB	£0.10 per GB
<b>HybridConnect</b>	<ul style="list-style-type: none"> <li>Connectivity is ordered and managed by Acentria directly with Skyscape. Connection terminates on a Skyscape router.</li> </ul>		Per-data centre charge: £2,000 one off setup charge per installation No recurring charge





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<b>Public internet IP addresses</b>	<ul style="list-style-type: none"> <li>IP addresses in addition to those supplied as standard can be provided (this option requires approval from Acentria IT Ltd).</li> <li>IP addresses will be allocated in blocks of five or more. Please refer to the Acentria IP guidance document for more details</li> </ul>		An admin fee of £20 will be charged for each IP address; addresses can be bought in blocks of 5 (useable) (£100) or 13 (useable) (£260)
<b>PSN IP addresses</b>	<ul style="list-style-type: none"> <li>If required, Skyscape on behalf of Acentria IT can provide PSN IP addresses.</li> <li>Customers get one address as standard. Customers who require large pools of PSN IP addresses should request these directly from the PSN authority.</li> </ul>		There is an admin fee of £20 for each PSN IP address.
<b>Cloud enablement</b>	<ul style="list-style-type: none"> <li>To enable access to the Acentria Cloud Services, customers can co-locate encryption or access devices.</li> </ul>		£2,000 per setup / additional installation per data centre £500 per month per data centre
<b>Acentria support</b>	<ul style="list-style-type: none"> <li>Acentria support provides a proactive service to improve customers' solution design, and help with trend analysis and problem solving. It includes access to a named Technical Account Manager (TAM) and Acentria's in-house technical subject matter experts (SMEs) to help assist and direct the customer to an appropriate solution.</li> </ul>		Included in the service wrapper



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<b>Data Transfer Facility</b>	<ul style="list-style-type: none"> <li>Acentria IT recognises there are situations when managing systems or transferring data over a wide area network (WAN) is not viable, for example, when customers have insufficient network bandwidth or when they're waiting for the installation of appropriately accredited connectivity.</li> <li>In response to these challenges, Acentria IT offer via Skyscape, a facility to use secure network connections between Skyscape's Farnborough office and its data centre.</li> </ul>		Access to a data transfer room costs £500 per day for one room within Skyscape's secure offices. This price includes data transfer charges, site and network administration, use of one computer, and escort duties.
<b>Global Load Balancing</b>	<ul style="list-style-type: none"> <li>Enables customers to direct Internet traffic across multiple end-points (which can be across different sites or different platforms).</li> <li>Skyscape subcontracts this service to Neustar, global leaders in network and security services.</li> <li>This service requires a 12-month minimum term commitment.</li> </ul>	Starter Pack (1 million DNS queries)	£350 per month
		Each additional 1 million DNS queries	£150 per month
<b>Application-tuned DDoS protection</b>	<ul style="list-style-type: none"> <li>Complements Skyscape's platform-level DDoS protection with a domain-based service that can be more finely tuned to the profile of specific applications and workloads.</li> <li>Skyscape subcontracts this service to Neustar, global leaders in network and security services.</li> <li>This service requires a 12-month minimum term commitment.</li> </ul>	Provides protection for up to 10 DNS domains and up to 50Mbps of clean internet traffic	£3,000 one-off deployment charge
			£5,000 per month recurring charge



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### Elevated OFFICIAL

Elevated option	Notes	Data transferred	Price
<b>PSN (Protected) connectivity</b>	<ul style="list-style-type: none"> <li>Encrypted access to the PSN Protected service (using the IPED) via Skyscape's resilient, scalable PSN Protected connectivity on a shared bandwidth model.</li> <li>Pricing is based on the actual volume of data transferred (outbound) per month.</li> </ul>	Starter Pack (250GB)	£250 per month
		251GB to 1TB	£1.00 per GB
		Above 1TB up to 20TB	£0.35 per GB
		Above 20TB	£0.15 per GB
		Unmetered data transfer	£3,500 per month
<b>Elevated inter-data centre connectivity</b>	<ul style="list-style-type: none"> <li>Customers use Skyscape's Elevated, accredited and resilient multi-gigabit inter-data centre connections.</li> <li>Pricing is based on the actual volume of data transferred (bidirectional) per month.</li> </ul>	Starter Pack (250GB)	£250 per month
		251GB to 1TB	£1.00 per GB
		Above 1TB up to 20TB	£0.35 per GB
		Above 20TB	£0.15 per GB
<b>HybridConnect</b>	<ul style="list-style-type: none"> <li>Connectivity is ordered and managed by the customer directly with a Skyscape approved service provider. Connection terminates on a Skyscape router.</li> </ul>		Per-data centre charge: £2,000 one off setup charge per installation No recurring charge



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Elevated OFFICIAL VPN solutions	<ul style="list-style-type: none"> <li>CAPS-approved or appropriate CPA-assured solutions to be ordered and managed by the customers directly, requiring VPN devices to be hosted within the Skyscape data centre(s).</li> </ul>		Per-data centre charge: £2,000 one off setup charge per installation £500 per month
PSN IP addresses	<ul style="list-style-type: none"> <li>If required, Skyscape can provide PSN IP addresses.</li> <li>Customers get one address as standard. Customers who require large pools of PSN IP addresses should request these direct from the PSN authority.</li> </ul>		There is an admin fee of £20 for each PSN IP address
Cloud enablement	<ul style="list-style-type: none"> <li>To enable access to the Skyscape cloud, customers can colocate encryption or access devices.</li> </ul>		£2,000 per setup / additional installation per data centre £500 per month per data centre.
Data Transfer Facility	<ul style="list-style-type: none"> <li>Skyscape recognises there are situations when managing systems or transferring data over a wide area network (WAN) is not viable, for example, when customers have insufficient network bandwidth or are waiting for the installation of appropriately accredited connectivity.</li> <li>In response to these challenges, Skyscape offers customers a room where they can use the secure, network connections between our Farnborough office and our data centre.</li> </ul>		Access to a data transfer room costs £500 per day for one room within Skyscape's secure offices. This price includes data transfer charges, site and network administration, use of one computer, and escort duties.