



Price-book  
G-Cloud 10



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# G-Cloud10 Pricing

## Introduction

Many of the Cloud9 services are fairly simple to price, such as Infrastructure as a Service, however others such as Software as a Service and security have far too many variants to include in a single price book, so are priced on request based on customer requirements.

All pricing is in UK sterling and excludes tax. Unless stated otherwise the price is a Service charge and is per unit measure per month. Pricing is based on a minimum term commitment which is typically 24-months of invoiced Service.

## Infrastructure as a Service

Infrastructure as a Service	Description	Commit Cost Per Month
	Cloud9 Server Processor Core	£9.90
	Cloud9 Server Memory (per gigabyte)	£9.90
	Full SSD Storage for Ultra-Fast Low Latency Storage	£1.60
	Enterprise SAS Storage Low to High	£0.55- 0.83
	Archive/Backup Storage	£ 0.23
	Object Storage	£0.05
	Cloud9 Public IP Address	£9.38

## Platform as a Service

Platform as a Service	Description	Monthly Cost
	Windows Server License SA Pack MVL (Per Virtual Server)	£8.73
	Red Hat Enterprise Linux Server	£42.21
	1 Virtual Machine up to 4 vCPUs – Partner Support (Monthly Hosting entitlement)	
	Red Hat Enterprise Linux Server, Premium	£92.85
	1 Virtual Machine up to 8 vCPUs – Partner Support (Monthly Hosting entitlement)	
	Linux GPL Distro	FOC
	Microsoft SQL Server Web License SA Pack MVL (Per Virtual Server)	£9.35



	Microsoft SQL Server Standard Core License SA Pack MVL (Per Virtual Server)	£149.53
	Microsoft SQL Server Enterprise Core Licence SA Pack MVL (Per Virtual Server)	£366.99
	Microsoft Dynamics AX Hosted Modules	POA
	Microsoft Dynamics CRM Hosted Modules	POA
	Microsoft Dynamics GP Hosted Modules	POA
	Microsoft Dynamics NAV Hosted Modules	POA
	Microsoft ForeFront TMG Standard License SA Pack MVL (Per Processor)	POA
	Microsoft ForeFront TMG Enterprise License SA Pack MVL (Per Processor)	POA

## Platform as a Service - Support Options

PaaS Support Options	Description	Cost Per Virtual Server, Per Month
	Cloud9 Monitoring	£15.00
	Cloud9 Business Hours Support (8:30 – 17:30, Monday to Friday)	£75.00
	Cloud9 Extended Hours Support (7:00 – 22:00, Monday to Friday)	£87.50
	Cloud9 Business Hours Support (8:30 – 17:30, Monday to Sunday)	£112.50
	Cloud9 Business Hours Support (7:00 – 22:00, Monday to Sunday)	£112.50
	Cloud9 24x7 Business Hours Support	£175.00

## Virtual Appliance as a Service

All virtual appliance are Priced On Application (PoA):

- Barracuda NG Firewall
- Fortigate NGFW Firewall
- Sophos UTM Firewall
- Citrix NetScaler VPX
- Two Factor Authentication
- F5 Traffic Manager



## Desktop as a Service

Desktop as a Service	Description	Monthly Cost
	Cloud9 Hosted Desktop	£55.63
	<ul style="list-style-type: none"> <li>Windows 7, 8 or 10 (based on Server 2008 R2)</li> <li>VDI Connection License</li> <li>2 Virtual CPU Core</li> </ul>	
	<ul style="list-style-type: none"> <li>2GB of Dedicated Memory</li> </ul>	
	<ul style="list-style-type: none"> <li>Microsoft Office Word, Excel and Outlook</li> <li>25GB System Drive for Storage</li> </ul>	
	Cloud9 Advanced Hosted Desktop	£76.88
	<ul style="list-style-type: none"> <li>Windows 7, 8 or 10 (based on Server 2008 R2)</li> <li>VDI Connection License</li> <li>2 Virtual CPU Cores</li> </ul>	
	<ul style="list-style-type: none"> <li>4GB of Dedicated Memory</li> </ul>	
	<ul style="list-style-type: none"> <li>Microsoft Office Word, Excel and Outlook</li> <li>50GB System Drive for Storage</li> </ul>	
	Cloud9 Advanced+ Hosted Desktop	£98.13
	<ul style="list-style-type: none"> <li>Windows 7, 8 or 10 (based on Server 2008 R2)</li> <li>VDI Connection License</li> <li>4 Virtual CPU Cores</li> </ul>	
	<ul style="list-style-type: none"> <li>4GB of Dedicated Memory</li> </ul>	
	<ul style="list-style-type: none"> <li>Microsoft Office Word, Excel and Outlook</li> <li>75GB System Drive for Storage</li> </ul>	
	Additional Cloud9 Hosted Desktop Virtual CPU Core (only available in multiples of two)	£7.50
	Additional Cloud9 Desktop Dedicated Memory (per gigabyte)	£7.50
	Additional Cloud9 Desktop Storage (per gigabyte)	£0.25

## Desktop as a Service Support Options

POA for Desktop Support to cover:

1. Desktop Image Management – patching & maintenance
2. Level of 2<sup>nd</sup> Line support based on number of users & images & level of cover



## Software as a Service

### Microsoft Exchange (Shared Multi-Tenancy)

Description	Cost
<p><b>Exchange Server Basic Mailbox with 10GB of Storage</b></p> <p>Each user for whom you obtain an Exchange Server 2013 Hosted Exchange Basic SAL may use the following features of the server software:</p> <ul style="list-style-type: none"><li>• Outlook Web Access features that enable the features;</li><li>• E-Discovery;</li><li>• Exchange 2013 anti-spam;</li><li>• Multi-Mailbox Search;</li><li>• Messaging and personal folder access through the protocols;</li><li>• Internet mail protocol (Simple Mail Transfer Protocol (SMTP), Post Office Protocol (POP), Internet Message Access Protocol (IMAP)) and Web browser access via any client;</li><li>• Personal Mail Folders (not shared with other users);</li><li>• Personal Address List (not shared with other users);</li><li>• Personal Calendar (not shared with other users);</li><li>• Personal Tasks (not shared with other users);</li><li>• Support for a single, second level domain for a single user or user organization (user obtains the right to use 'joe@smith.com' or 'joesmith@company1.com' instead of 'joe@servicesprovider.com'). Multiple suffixes (".com", ".net", ".org" etc) are allowed (e.g., 'joe@smith.com', 'joe@smith.net', 'joe@smith.de', etc.); and</li><li>• Global Address List: address list of all users within personalized domain or within the service provider's entire domain.</li></ul>	£3.32
<p><b>Exchange Server Standard Mailbox with 10GB of Storage</b></p> <p>Each user for whom you obtain an Exchange Server 2013 Hosted Exchange Standard SAL, Exchange Server 2013 Hosted Exchange Standard Plus SAL or Productivity Suite SAL may use the following features of the server software:</p> <ul style="list-style-type: none"><li>• The features of the Exchange Server 2013 Hosted Exchange Basic SAL described above;</li><li>• Support for a multiple, second level domains for a single user or user organization;</li><li>• Outlook Web Access features that enable the features;</li><li>• Messaging Application Programming Interface (MAPI) network protocol;</li><li>• Shared Folders;</li><li>• Public Folders;</li><li>• Shared Address List;</li><li>• Shared Contacts;</li><li>• Shared Tasks;</li><li>• Shared Calendar;</li></ul>	£5.30



<ul style="list-style-type: none"><li>• Group scheduling, including viewing free/busy times of others;</li><li>• Mobile Notification: Receive notification of events in the server software via mobile devices;</li><li>• Mobile Browse: Access the server software inbox, calendar, address book, Global Address Book and tasks via mobile devices; and</li><li>• Mobile Synchronization: Synchronize mobile devices over wireless networks with the server software inbox, calendar, address book and tasks.</li></ul>	
<p><b>Exchange Server Enterprise Mailbox with 10GB of Storage</b></p> <p>Each user for whom you obtain an Exchange Server 2013 Hosted Exchange Enterprise SAL and Exchange Server 2013 Hosted Exchange Enterprise Plus SAL may use the following features of the server software:</p> <ul style="list-style-type: none"><li>• The features of the Exchange Server 2013 Hosted Exchange Standard SAL as described above;</li><li>• Unified Messaging;</li><li>• Compliance Management;</li><li>• Data Loss Prevention; and</li><li>• In-Place Holds (Indefinite, Query-based, and Time-based)</li></ul>	£8.44

### Microsoft Exchange (Dedicated Service)

Description	Cost
<p><b>Exchange Server Basic SAL</b></p> <p>Each user for whom you obtain an Exchange Server 2013 Hosted Exchange Basic SAL may use the following features of the server software:</p> <ul style="list-style-type: none"><li>• Outlook Web Access features that enable the features;</li><li>• E-Discovery;</li><li>• Exchange 2013 anti-spam;</li><li>• Multi-Mailbox Search;</li><li>• Messaging and personal folder access through the protocols;</li><li>• Internet mail protocol (Simple Mail Transfer Protocol (SMTP), Post Office Protocol (POP), Internet Message Access Protocol (IMAP)) and Web browser access via any client;</li><li>• Personal Mail Folders (not shared with other users);</li><li>• Personal Address List (not shared with other users);</li><li>• Personal Calendar (not shared with other users);</li><li>• Personal Tasks (not shared with other users);</li><li>• Support for a single, second level domain for a single user or user organization (user obtains the right to use 'joe@smith.com' or 'joesmith@company1.com' instead of 'joe@servicesprovider.com'). Multiple suffixes (".com", ".net", ".org" etc) are allowed (e.g., 'joe@smith.com', 'joe@smith.net', 'joe@smith.de', etc.); and</li></ul>	£0.50



<ul style="list-style-type: none"><li>Global Address List: address list of all users within personalized domain or within the service provider's entire domain.</li></ul>	
<p><b>Exchange Server Standard SAL</b></p> <p>Each user for whom you obtain an Exchange Server 2013 Hosted Exchange Standard SAL, Exchange Server 2013 Hosted Exchange Standard Plus SAL or Productivity Suite SAL may use the following features of the server software:</p> <ul style="list-style-type: none"><li>The features of the Exchange Server 2013 Hosted Exchange Basic SAL described above;</li><li>Support for a multiple, second level domains for a single user or user organization;</li><li>Outlook Web Access features that enable the features;</li><li>Messaging Application Programming Interface (MAPI) network protocol;</li><li>Shared Folders;</li><li>Public Folders;</li><li>Shared Address List;</li><li>Shared Contacts;</li><li>Shared Tasks;</li><li>Shared Calendar;</li><li>Group scheduling, including viewing free/busy times of others;</li><li>Mobile Notification: Receive notification of events in the server software via mobile devices;</li><li>Mobile Browse: Access the server software inbox, calendar, address book, Global Address Book and tasks via mobile devices; and</li><li>Mobile Synchronization: Synchronize mobile devices over wireless networks with the server software inbox, calendar, address book and tasks.</li></ul>	£1.75
<p><b>Exchange Server Enterprise SAL</b></p> <p>Each user for whom you obtain an Exchange Server 2013 Hosted Exchange Enterprise SAL and Exchange Server 2013 Hosted Exchange Enterprise Plus SAL may use the following features of the server software:</p> <ul style="list-style-type: none"><li>The features of the Exchange Server 2013 Hosted Exchange Standard SAL as described above;</li><li>Unified Messaging;</li><li>Compliance Management;</li><li>Data Loss Prevention; and</li><li>In-Place Holds (Indefinite, Query-based, and Time-based)</li></ul>	£2.80

## Antispam

Description	Cost
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MailCleaner Antispam (Per Mailbox)	£0.88
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### Microsoft Skype for Business (Dedicated Service)

Description	Cost
Skype for Business Server Standard SAL ALNG LicSAPk MVL	£0.80
Skype for Business Server Standard SAL ALNG LicSAPk MVL for SA	£0.22
Skype for Business Server Plus SAL ALNG LicSAPk MVL	£3.56
Skype for Business Server Plus SAL ALNG LicSAPk MVL for SA	£0.22
Skype for Business Server Enterprise SAL ALNG LicSAPk MVL	£3.56
Skype for Business Server Enterprise SAL ALNG LicSAPk MVL for SA	£0.22
Skype for Business Server Enterprise Plus SAL ALNG LicSAPk MVL for SA	£6.32
SharePoint Server ALNG LicSAPk MVL Standard SAL	£2.42
SharePoint Server ALNG LicSAPk MVL Enterprise SAL	£2.14
SharePoint Server ALNG LicSAPk MVL Enterprise SAL forSA	£0.27
SharePoint Standard CAL ALNG LicSAPk MVL SAL forSA	£0.27

### Microsoft SharePoint (Dedicated Service)

Description	Cost
SharePoint Server ALNG LicSAPk MVL Standard SAL	£2.42
SharePoint Server ALNG LicSAPk MVL Enterprise SAL	£2.14
SharePoint Server ALNG LicSAPk MVL Enterprise SAL forSA	£0.27
SharePoint Standard CAL ALNG LicSAPk MVL SAL forSA	£0.27

### Microsoft Dynamics (Dedicated Service)

Description	Cost
Microsoft Dynamics AX Hosted Module SAL	POA



Microsoft Dynamics CRM Hosted Module SAL	POA
Microsoft Dynamics GP Hosted Module SAL	POA
Microsoft Dynamics NAV Hosted Module SAL	POA

### Microsoft Visual Studio (Dedicated Service)

Description	Cost
Visual Studio Prem ALNG LicSAPk MVL SAL	£20.72
Visual Studio Pro ALNG LicSAPk MVL SAL	£62.96

### Citrix XenApp and XenDesktop (Dedicated Service)

Description	Cost (Per Desktop/Session)
Citrix XenApp Premium for Service Providers - 1-5000 users	£7.28
Citrix XenDesktop Premium for Service Providers - 1-5000 users	£7.28
Citrix XenApp XenDesktop Premium Edition Single Application Only for Service Providers - 1-5000 users	£3.79
Citrix XenApp Base for Service Providers - 1-5000 users	£4.22
Citrix XenDesktop VDI Edition Base for Service Providers - 1-5000 users	£4.22



## Netsweeper for Government

Netsweeper	Description – Standard Education	Commit Cost Per Month		
	Web Filtering	Per User	Per Month	£0.75
	Web Filtering	Per User	12 months	£8.50
	Web Filtering	Per User	36 months	£22.95

## Netsweeper for Education

Pricing for up to 2,000 users. For more than 2,000 user additional discounts can be applied.

Netsweeper	Description – Standard Education	Commit Cost Per Month		
	Web Filtering	Per User	Per Month	£0.28
	Web Filtering	Per User	12 months	£3.25
	Web Filtering	Per User	36 months	£8.75

Pricing for up to 2,000 users. For more than 2,000 user additional discounts can be applied.

Netsweeper	Description – Standard Education	Commit Cost Per Month		
	Web Filtering	Per User	Per Month	£0.33
	Web Filtering	Per User	12 months	£3.75
	Web Filtering	Per User	36 months	£10.13

Netsweeper	Anti-Radicalisation & Prevent - University	Commit Cost Per Month		
	Web Filtering, Monitoring & Prevent Category	Per User	Per Month	£0.67
	Web Filtering, Monitoring & Prevent Category	Per User	12 months	£7.50
	Web Filtering, Monitoring & Prevent Category	Per User	36 months	£19.50



## IOCOM for Video Collaborating & Conferencing

Cloud9 platform required, plus IOCOM licensing as listed below, which can either be on a User basis or on a Bundled basis:

	Feature	Standard Level	PRO level	Pro Dual Level	PRO Studio Level	PRO Command level
Per User	Price per user	£120.00	£240.00	£600.00	£1,200.00	£2,400.00
Bundled Users	Users Included	900	80	10	10	1
	Includes Support	£37,000/Year or £4,625/Month				
Meeting	Dial-In H.323, PSTN & SIP	✓	✓	✓	✓	✓
	Meeting Size Limit	4	10	15	20	99
	Scheduler	✓	✓	✓	✓	✓
	Guest Participant	1	2	4	4	8
	WebRTC client Access	✓	✓	✓	✓	✓
	Webcast Viewer	✗	5	5	40	80
Audio	AES128 Encryption	✓	✓	✓	✓	✓
	8kbps Narrowband	✓	✓	✓	✓	✓
	16kbps	✓	✓	✓	✓	✓
Video	Send camera max	1	1	2	4	8
	Send Desktop/App Max	1	2	2	4	8
	Receive Video Max	4	10	15	20	99
	Small QCIF 64kbps	✓	✓	✓	✓	✓
	Medium CIF 256kbps	✓	✓	✓	✓	✓
	Large VGA 1Mbps	✓	✓	✓	✓	✓
	HD1 720p 15Mbps	✗	✓	✓	✓	✓
	HD2 960p 20Mbps	✗	✗	✓	✓	✓
	HD3 1080p 25Mbps	✗	✗	✗	✓	✓
	Low Screen Capture 1 FPS	✓	✓	✓	✓	✓
	Medium Screen Capture 2 FPS	✗	✓	✓	✓	✓
	High Screen Capture 10 FPS	✗	✗	✓	✓	✓
	Best Screen Capture	✗	✗	✗	✓	✓



Tools	Chat	✓	✓	✓	✓	✓
	Custom Client Title	✓	✓	✓	✓	✓
	Group Chat	✓	✓	✓	✓	✓
	Moderator	✗	✗	✓	✓	✓
	Pix	✓	✓	✓	✓	✓
	PTZ Camera Control	✗	✗	✓	✓	✓
	Recorder - Play	✓	✓	✓	✓	✓
	Recorder - Record (Local)	✓	✓	✓	✓	✓
	Recorder - Record (Server)	✗	✗	✓	✓	✓
	Whiteboard	✓	✓	✓	✓	✓
Add-ons						
Level Add-ons	Add AES256 Encryption	£3,500.00				
	Add API Access	£10,500.00				
	Add Dial Out - H.323	£18/User	£18/User	£18/User	£18/User	£18/User
	Add Dial Out - PSTN					
	Add Dial Out - SIP					
	Add Guest Participant	N/A	£60/Guest/Use r	£60/Guest/Use r	£60/Guest/Use r	£60/Guest/Use r
	Add Webcast Viewer	N/A	£6/Viewer/Use r	£6/Viewer/Use r	£6/Viewer/Use r	£6/Viewer/Use r
Additional Services	Included Support	Support included for first 30 days plus 20 additional support cases				
	Additional 10x Support Cases	£700.00				
	Additional Hour Level 1 Training	£70.00				



## Tute

The Learning Cloud subscription is £1495 per annum

Clients then bolt-on additional provision as needed:

1. Lessons cost £90 and allow 12 pupils to be taught concurrently
2. Seats in GCSE and A level courses cost £1250 otherwise
3. Seats in our on-demand lessons cost £10
4. Seats in our Virtual School (with progress and attendance reporting) cost £11



## Backup as a Service

### Backup Storage

Pricing listed under Infrastructure as a Service - Storage

Description
<b>Cloud9 Storage 1</b> Full SSD Storage for Ultra-Fast Low Latency Storage
<b>Cloud9 Storage 2</b> Hybrid SSD Storage in a Performance Tier Combined with Enterprise High Performance SAS
<b>Cloud9 Storage 3</b> Hybrid SSD Storage used for Read Cache Combined with Enterprise High Performance SAS
<b>Cloud9 Storage 4</b> Enterprise High Performance SAS Storage
<b>Cloud9 Storage 5</b> Enterprise Entry-Level SAS Storage
<b>Cloud9 Storage 6</b> Archive/Backup Storage or Object Storage

### Veeam

Description	Cost
<b>Veeam Availability Suite Enterprise Plus for VMware</b> Includes Backup & Replication Enterprise Plus + Veeam ONE - One Month Cloud Rental (Includes 24/7 support)	£11.90
<b>Veeam Availability Suite Enterprise for VMware</b> Includes Backup & Replication Enterprise + Veeam ONE - One Month Cloud Rental (Includes 24/7 support)	£9.56
<b>Veeam Availability Suite Enterprise Plus for Hyper-V</b> Includes Backup & Replication Enterprise + Veeam ONE - One Month Cloud Rental (Includes 24/7 support)	£11.90
<b>Veeam Availability Suite Enterprise for Hyper-V</b> Includes Backup & Replication Enterprise + Veeam ONE - One Month Cloud Rental (Includes 24/7 support)	£9.56
<b>Veeam Package for VMware</b> Includes Backup & Replication Enterprise Plus + Management Pack Enterprise Plus - One Month Cloud Rental (Includes 24/7 support)	£11.90
<b>Veeam Package for VMware</b> Includes Backup & Replication Enterprise + Management Pack Enterprise Plus - One Month Cloud Rental (Includes 24/7 support)	£9.56
<b>Veeam Package for Hyper-V</b> Includes Backup & Replication Enterprise + Management Pack Enterprise Plus - One Month Cloud Rental (Includes 24/7 support)	£11.90



<b>Veeam Package for Hyper-V</b> Includes Backup & Replication Enterprise + Management Pack Enterprise Plus - One Month Cloud Rental (Includes 24/7 support)	£9.56
<b>Veeam Backup &amp; Replication Enterprise Plus for VMware</b> One Month Cloud Rental (Includes 24/7 support)	£9.56
<b>Veeam Backup &amp; Replication Enterprise for VMware</b> One Month Cloud Rental (Includes 24/7 support)	£6.88
<b>Veeam Backup &amp; Replication Standard for VMware</b> One Month Cloud Rental (Includes 24/7 support)	£4.13
<b>Veeam Backup &amp; Replication Enterprise Plus for Hyper-V</b> One Month Cloud Rental (Includes 24/7 support)	£9.56
<b>Veeam Backup &amp; Replication Enterprise for Hyper-V</b> One Month Cloud Rental (Includes 24/7 support)	£6.88
<b>Veeam Backup &amp; Replication Standard for Hyper-V - One Month Cloud Rental (Includes 24/7 support)</b>	£4.13

### InfraScale

Description	Cost
Virtual Data Protection Appliance	£180.00
Virtual Data Protection Storage (Per TB) Includes all agents	£274.00



## Cloud9 Professional Services

Description – Cloud9 Standard Professional Services	Time	Cost
Standard Day Rate for Professional Services	Per day	£925.00
Add hoc Support	Per Hour	£145.00

## 3<sup>rd</sup> Party Professional Services

Stable Logic – Auditing, consultancy, migration, analysis

Description	Cost per Day
<b>Follow</b> - Strategy & architecture, Business change, Solution development & Implementation, Service management, Procurement & management, support Client interface	£600
<b>Assist</b> - Strategy & architecture, Business change, Solution development & Implementation, Service management, Procurement & management, support Client interface	£650
<b>Apply</b> - Strategy & architecture, Business change, Solution development & Implementation, Service management, Procurement & management, support Client interface	£700
<b>Enable</b> - Strategy & architecture, Business change, Solution development & Implementation, Service management, Procurement & management, support Client interface	£800
<b>Ensure/Advise</b> - Strategy & architecture, Business change, Solution development & Implementation, Service management, Procurement & management, support Client interface	£950.00
<b>Initiate/Influence</b> - Strategy & architecture, Business change, Solution development & Implementation, Service management, Procurement & management, support Client interface	£1200.00
<b>Set Strategy/Inspire</b> - Strategy & architecture, Business change, Solution development & Implementation, Service management, Procurement & management, support Client interface	£1250