EGRESS CLOUD SUPPORT SERVICES PRICING GUIDANCE

We are pleased to be able to offer a broad range of pricing options across our Cloud Support services. These are tailored to meet the specific needs of our clients, the phase of delivery and the circumstances of the project. Whilst the structure of an individual pricing model will be tailored to the specifics of the project; the initial basis of pricing for G-Cloud Support services is resource based. Egress' Cloud Support services can be purchased individually or as a combination with other Cloud Services dependent on the full solution required. The price itself will be derived from the attached SFIA Rate Card and the effort required to deliver the project.

The four basic approaches are outlined below:

Time and Material model

A Time and Material model is often chosen for projects with dynamically changing requirements, undefined scope of work and varying workloads of the team. If there is not sufficient information to properly estimate the effort required, or our client wants more direct control over the planning process, this model provides flexibility to define and change project specifications at any stage of its implementation. The price charged is based upon the role times the number of days, times the rate detailed in the attached SFIA Rate Card. Invoices are charged monthly in arrears.

Advantages of the Time and Material model:

- It uses agile methodology, perfect for projects that can't fully plan the project and estimate costs in the initial stages.
- Flexible and negotiable budget and low risk for both parties.
- Significant client's control over the project; any task or enhancement on demand.

Dedicated Team model

In the Dedicated team model, Egress provides competent IT experts, equipment, software and other resources based on project requirements. In return client pays a single monthly charge that includes all elements of the fee that have been incurred.
In this model our client has full management control over the project and team, can manage resources and plan work scope at their own discretion. Dedicated team seamlessly works as a part of the client's infrastructure, sharing the same perspective on the project methodologies. The price charged is based upon multiple roles, times the number of days, times the rates for each role detailed in the attached SFIA Rate Card per month. Invoices are charged monthly in arrears.

Advantages of the Dedicated team model:

- Suited for long-term projects where requirements are unclear and scope changes frequently.
- Fully predictable budget, though workload and scope are not fixed.
- Complete control over the selection, motivation and management of dedicated team members that have profound understanding of client's expectations and objectives.

Fixed Price model

A Fixed price model is preferable for the small or medium scope short-term projects with clear and well-documented requirements. It requires precise scope and project specifics, predefined delivery period, and/or fixed budget. Fixed price can include fixed price for individual phases or deliverables where these are clear and well defined. The price charged is based upon multiple roles, times the number of days, times the rates for each role detailed in the attached SFIA Rate Card. Invoices are charged monthly in arrears.

Advantages of the Fixed price model:

- Good for small and medium level projects that have well-defined specifications and precise deliverables from the start.
- Cost and timeframe are specified before the beginning of the work on the project.
- Minimal supervision is required from the client as all requirements are defined beforehand.
- Enables the client to transfer delivery risk and responsibility for specified activities and deliverables.

Managed Service model

In the Managed Service model, Egress provides competent IT experts, equipment, software and other resources based on project requirements. In return client pays single monthly charge that includes all elements of the fee that have been incurred.
In this model, Egress has full management control over the project and team, manage resources, and plan work scope. The managed service team seamlessly works alongside the client's team but use Egress' tools and methodologies to ensure successful delivery. The price charged is based upon multiple roles, times the number of days, times the rates for each role detailed in the attached SFIA Rate Card per month. Invoices are charged monthly in arrears.

Advantages of the Managed Service model:

- Suited for long-term projects where requirements are clear and well defined.
- Provides a fully predictable budget, though workload and scope are not fixed.
- Enables the client to acquire both professional services, tools, and proven methodology to ensure successful delivery and continuity of service.
- Single point of ownership for project delivery.
- Enables the client to transfer risk and responsibility for the specified service.

Scope Study

To enable all parties to better understand the scope of services required to successfully deliver the Cloud Support service, Egress offers a free of charge initial scoping phase. This enables a transparent service scope to be developed at no cost.