



## Rate Card 2018/19

### Consultancy Pricing

T&M Roles & Rates		
WSO2 Role	On Site	Off Site (UK / EU)
Technical Analyst	£750	£600
Project Manager	£750	£600
Delivery Manager	£800	£650
Developer / Engineer	£800	£650
Senior Engineer	£900	£700
Solution Architect	£900	£700
DevOps Engineer	£1000	£800
Enterprise Architect	£1200	£1000

# Managed Service Pricing

Chakray offer managed services so organisations can operate an integration platform with the reassurance of a fixed price, guaranteed SLAs and without the risks and costs associated with developing and maintaining in-house capability.

Platform Management		
Element	Description	Price
Base Service	Configuration, hosting, proactive monitoring, patching and maintenance of production and pre-production environment for either API or Integration	£6,000 Mo
Additional Environments	E.g. Pre-Production, Development, UAT	£1,500 ea

Price assumes agnostic hosting solution. Specific hosting arrangement made on request.

Interface / Integration Management	
Integrations	Cost (month)
0 - 10	£300
11 - 25	£250
25 +	£200

An onboarding / development charge will apply to the creation or import of integrations / interfaces subject to the time required to adopt each one.

Coverage Multiplier		
Platforms are available 24/7/365 this coverage is for incident support & maintenance		
Coverage	Description	Price multiplier
Work Day	Workdays between 8am and 6pm	1 x
Every Day	Every day including weekends and bank holidays between 8am and 6pm	2 x
24/7/365	Full coverage any time and any day	3 x

# Support Pricing

Support Package Costs					
Package	Monthly Cost	Additional Events			
		P1	P2	P3	P4
Bronze	£2,500	£2,400	£1,200	£600	£300
Silver	£4,000	£1,600	£800	£400	£200
Gold	£6,000	£800	£400	£200	£100

Coverage Multiplier		
Coverage	Description	Price multiplier
Work Day	Workdays between 8am and 6pm	1 x
Every Day	Every day including weekends and bank holidays between 8am and 6pm	2 x
24/7/365	Full coverage any time and any day	3 x

Support Package Entitlement					
Package	Monthly Entitlement				
	P1	P2	P3	P4	Events
Bronze	0	1	2	7	10
Silver	2	3	5	15	25
Gold	5	10	15	20	50

Priority Service Levels			
Service Level	First Response	Update Frequency (until fix)	Target Resolution
P1	within 30 minutes	Ticket update every 1 hour	4 hours
P2	within 2 hours	Ticket update every 4 hours	8 hours
P3	within 4 hours	Ticket update every 1 days	2 days
P4	within 24 hours	Ticket update every 2 days	5 days

Environments and Integrations built by third parties and supported by Chakray, are subject to an onboarding charge. The onboarding process varies in time and cost according to the size and complexity of the technological solutions to be supported. The onboarding cost also covers establishing technical connectivity and standards between Chakray and the organisation to be supported.

# Training Pricing

## Courses & Duration

Course	Duration
WSO2 Enterprise Integrator Developer Fundamentals	4 days
WSO2 Enterprise Integrator Developer Advanced	1 day
WSO2 API Manager Developer Fundamentals	2 days
WSO2 API Manager Developer Advanced	2 days
WSO2 Enterprise Service Bus Developer Fundamentals	3 days
WSO2 Enterprise Service Bus Developer Advanced	1 day
WSO2 Message Broker Developer Fundamentals	1 day
WSO2 Identity Server Administrator Fundamentals	3 days
WSO2 Identity Server Administrator Advanced	2 days
WSO2 Product Administration	3 days
WSO2 Data Analytics Server Developer Fundamentals	2 days

## Pricing

Element	On Site Training (day)	Remote Training (day)
First 3 attendees (total/pd)	£2,000	£2,000
Additional attendees (pp/pd)	£300	£300
On site charge (pd)	£800	na

# Discounting

Condition	Discount
Public Sector / Education	10%
£0-£50,000 spend	0%
£50,001 - £100,000	5%
£100,001 +	10%

## Discount Example

Public Sector Client spending £150,000:

<b><i>Discount Condition</i></b>	<b><i>Effective Discount</i></b>	<b><i>New Total</i></b>
Public Sector Discount (10%)	£15,000	£135,000
£50,001 - £100,000 Discount (5%)	£5,000	£130,000
£100,001 + Discount (10%)	£3,000	£127,000 (final total)

- Discounts are applied in order
- VAT applicable
- For onsite services, travel costs to customers regular place of business are included in the price. Cost price charge applied for travel to other locations.