



Managed Azure

G-Cloud 10 – Pricing Document

Contents

1 Pricing	3
2 Management Services	3
3 Azure Services.....	3
4 Service Management	3
5 Rate Card	4
6 Service constraints	4
7 Service Levels	4
8 Service Level Guarantee	5
9 Ordering and Invoicing.....	5
10 Termination Costs and Terms	6
11 Customer responsibilities	6
12 Trial Option	6

1 Pricing

Service pricing is defined in two stages: specify the infrastructure then add the management service to groups of associated resources (those that together deliver a business service).

2 Management Services

Servers plus management are charged on a monthly basis.

Our management options provide the same service across all underlying infrastructure choices regardless of whether server hosting is on Public Cloud, Agilisys IaaS or colocation.

Each layer builds on the service provided by the layer below to provide service support options from basic incident management with working hours' support, to proactive management with 24x7 support with enhanced service levels and a named technical lead for your service.

Anti-virus licensing is included within both Gold and Silver management options.

These management options apply on a server by server basis but should be selected grouping resources supporting a business service, to ensure that your solution exactly meets your requirements.

	Service Desk Subscription management & Reporting	Incident management Account management 24x7 Service Desk No limits on support time	Managed AV, Sec & Critical Patches Capacity & Proactive Service management 24x7 Response	Enhanced Service Levels Named technical lead Architectural guidance
Gold	✓	✓	✓	✓
Silver	✓	✓	✓	
Bronze	✓	✓		

Management Services

3 Azure Services

Azure services and pricing are updated by Microsoft on a regular basis. Agilisys is a Cloud Solutions Provider (CSP) and offers Azure services through the Microsoft CSP programme. In order to ensure best value, and that price changes, including reductions are available to clients procuring through GCloud, we charge the Microsoft GBP list price, with no additional markup for Azure services as detailed at:

<https://azure.microsoft.com/en-gb/pricing/calculator/>

4 Service Management

Agilisys operates a multi-channel Service Desk function to provide a single contact point for all service related Incidents, Requests and Changes. Our service desk agents are on hand as detailed within the Management Service option selected.

Agilisys' centralised service management centre also monitors, measures, analyses, reviews and reports on service and component availability. The tooling enables availability alerts to be raised automatically and directed to the relevant service management teams.

Operating across our client base, the Agilisys service desk is at the centre of all operational delivery.

Our Service Management has a foundation of 16 core processes that combine to deliver an integrated Service Management framework.

- Our approach to Service Management is aligned to ITIL 2013 best practice.
- Calls can be logged by telephone during the hours applicable to your Management Service choice and 24/7 by portal and email (for action in the next working period).
- A Self-Service Portal accessible 24x365

5 Rate Card

	1. Follow	2. Assist	3. Apply	4. Enable	5. Ensure/ Advise	6. Initiate/ Influence	7. Set Strategy/ Inspire
Strategy and Planning	£425	£525	£725	£825	£900	£975	£1050
Setup and Migration	£425	£525	£725	£825	£900	£975	£1050
Quality Assurance and Performance Testing	£425	£525	£725	£825	£900	£975	£1050
Volumetric and Load Testing	£425	£525	£725	£825	£900	£975	£1050
Security Testing	£425	£525	£725	£825	£950	£1200	£1400
Training	£425	£525	£725	£825	£900	£975	£1050

6 Service constraints

- The Agilisys IaaS service requires a Bronze, Silver or Gold Service option to be selected with each server.
- The same service management option must be selected for all servers that form any particular system.
- Maintenance windows are 22:00 to 06:00 daily - users will be informed of any planned downtime within that timeframe.
- Microsoft Licenses are provided as a pass through under SPLA agreements and prices will be subject to change from the vendor.
- Only Microsoft Windows Server OS, Redhat Linux, OracleVM, VMware Hypervisor and ESET Anti-Virus licenses are included within the Managed Service, any other software used within the environment must conform to the vendor's terms, the client remains responsible and liable for licensing installed on servers within their environment.
- Any Operating System deployed under Agilisys' management must be within support, and capable of receiving Critical and Security updates,
- Proof of Entitlement is required if the client is using their own licensing.

7 Service Levels

Priority	Service Desk	Incident Resolution	Service Requests
Gold	24x365	24x365	08:00-18:00 M-F excluding holidays

Priority	Service Desk	Incident Resolution	Service Requests
Silver	24x365	08:00-18:00 M-F excluding holidays	08:00-18:00 M-F excluding holidays
Bronze	08:00-18:00 M-F excluding holidays	08:00-18:00 M-F excluding holidays	08:00-18:00 M-F excluding holidays

Calls will be logged and allocated a severity based on the following criteria:

Priority	Criteria	Target Response	Target Resolution
1	Loss of critical VM or storage services	15 minutes	1 hour
2	Partial failure of a support service Recurring problems Problems affecting multiple users	30 minutes	4 hours
3	Non-critical system failure Non-critical application failure	2 hours	24 hours
4	Known faults for which there is a workaround Information requirement	4 hours	5 days

8 Service Level Guarantee

Service level agreements and Service Credits are as detailed at <https://azure.microsoft.com/en-gb/support/legal/sla/>

9 Ordering and Invoicing

All services are invoiced monthly in arrears. Payment terms are 30 days from invoice.

- All pricing is based on allocated units.
- Orders can be placed by contacting the Agilisys ICT Service Desk
- On-boarding and off-boarding charges are billed as part of the invoice from Agilisys.

For additional queries, please contact gcloud@agilisys.co.uk indicating your area of interest and a member of the Agilisys team will contact you to discuss how we can meet your requirements.

10 Termination Costs and Terms

The Customer should contact their Business Relationship Manager to cancel the service.

Cessation of service is within 30 working days from a request by the Customer after the minimum period.

Our process extracts customer virtual machines and data from our service, transferred securely via network connectivity or portable media, allowing you to import services on to another infrastructure.

Preparing and extracting images and data into a staging area at termination is included within the managed service price. The cost of media and shipment of media to transfer data will be charged in addition to the managed service.

Where services are provisioned through a CSP agreement, the entire subscription may be migrated administratively to an approved Microsoft CSP partner in accordance with the requirements and terms of the Microsoft CSP terms and conditions.

Further services are available to support offboarding of your service from the service and are accessible at the rates detailed within the accompanying SFIA rate card.

11 Customer responsibilities

- Agreement to, and compliance with Microsoft Azure Customer Agreement at <https://azure.microsoft.com/en-gb/support/legal/subscription-agreement/>
- Acceptance and agreement to procure Azure services through Agilisys using the Microsoft Azure Cloud Solutions Provider programme.
- The customer is responsible for all client user actions.
- The customer is responsible for authorising/implementing reasonable requests for change if Agilisys identifies that an element of the solution does not meet good practice guidelines.
- The customer is responsible for all software supplied by them, used within the environment and must ensure it conforms to the vendor's terms and conditions.
- Customers should access this service by using their own PSN, Internet, or WAN link. If the customer intends to use an Internet connection, they should ensure they have a local CESG approved firewall in place which is capable of IPSEC VPN tunnel to the service.

12 Trial Option

Trial options are available, and these may be available at no cost. Please contact us to discuss your requirements.



Agilisys
Third Floor, One Hammersmith Broadway
London W6 9DL
info@agilisys.co.uk
+44 (0) 845 450 1131

www.agilisys.co.uk



@Agilisys



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