

**Cloudreach**  
**Cloud Operations**

**G-Cloud 10 Pricing Document**

## 1.0 Agile Improvement Services Charges

Services	Unit	Cost Per Unit	Minimum Units required	Minimum per month
<b>Agile Improvement Services</b>	AIS Pack	£23,500	2 Units per month	£47,000
<b>Agile Improvement Services Flex</b>	Half Day Period	£816	5 Units per month	£4,080
	AIS Flex Units associated to a given month may be carried over for a maximum of 3 months. The Customer's right to consume unused AIS Flex Units shall expire after 3 months.			

### 1.1 AIS Service Description Summary

Cloudreach uses the following capabilities to deliver improvement services during business hours in a given month (together, an "AIS Pack"):

- Delivery of improvement services equivalent to one Improvement Engineer full time;
- Management of delivery of improvement services equivalent to one Improvement Lead available on a 25% basis;
- One Service Delivery Manager allocated to Customer

Delivery and management of improvement services will be delivered remotely, and where necessary up to 25% from Customer's premises in a given month, as mutually agreed between the parties. Further details are available [here](#).

### 1.2 AIS Flex Service Description Summary

Cloudreach provides Customer with remote access to Improvement Engineers during business hours on an adhoc basis.

- One AIS Flex Units can be utilised with 1 (one) business day written notice, and;
- More than one AIS Flex Unit with 5 (five) business days written notice;
- Customer may request a maximum of 2 (two) AIS Flex Units per day

Further details are available [here](#).

### 1.3 Agile Improvement Services Specific Terms

**"Service Term"** means unless stated otherwise, for the Agile Improvement Services, an initial period of [12] months from the Start Date (the **"Initial Term"**). The Service Term shall automatically renew for successive [1] month periods (each a **"Renewal Term"**) unless terminated by either party

giving the other not less than 30 days prior written notice before the end of the Initial Term or each Renewal Term.

## 2. Cloud Core

On the Start Date, Cloudreach will charge Customer the Cloud Core Onboarding Charges set out in Table 1 as calculated in accordance with Table 1.1 Cloud Core Monthly Charges in Table 2 will apply as soon as Cloud Core has gone live. The service is live once monitoring and backups are activated as determined by Cloudreach.

For additional environments, Cloudreach shall charge the Customer the Cloud Core Onboarding Charges for the additional environment(s) and thereafter the Cloud Core Monthly Charges as soon as the additional environment(s) go live.

### 2.1 Cloud Core Onboarding Charges

**Table 1 Cloud Core Onboarding Charges**

Service	Charges
CO-CLOUD-CORE-ONBOARDING	<p><b>[Select onboarding fee based on environment size and complexity]:</b></p> <p>Please see table 1.1 below</p>

**Table 1.1 Cloud Core Onboarding Pricing Model**

<p><b>Components</b> = Configurable &amp; Installable components within a customer environment. Examples: (Middleware, Instances, databases, load balancers etc.)</p> <p><b>Environments</b> = An environment is defined as a cloud account/subscription that serves a particular role such as Dev, Test, Pre-Prod or PROD OR a specific infrastructure stack (Database, app and web stack serving a website).</p>			
	Environment Types		
Scope / Complexity	Simple: Environment with less than 6 components	Intricate: Environment with between 6 and 12 components	Complex: Environment with more than 12 components (up to 20)
Price	£4,500 / €5,200 / \$6,500	£6000 / €6,900 / \$8,500	£9,750 / €11,200 / \$13,800

## 2.2 Cloud Core Monthly Charges

**Table 2 Cloud Core Monthly Charges**

Product	Customer's AWS and/or Azure Monthly Spend	Charges as a % of Monthly Spend
CO-CLOUD-CORE	First \$0 - \$10,000	The greater of 52% or \$5,200
	then \$10,001 - \$25,000	50%
	then \$25,001 - \$50,000	48%
	then \$50,001 - \$100,000	46%
	then \$100,001 - \$200,000	44%
	then any amounts greater than \$200,001	42%

The Product Charges are in USD and the Customer agrees to pay Cloudreach in USD. If mutually agreed, Cloudreach may invoice Customer in a currency other than USD which may be subject to the Exchange Rate meaning the mid-market exchange rate as quoted by xe.com, on the date on which Cloudreach invoices Customer in accordance with this Product + 4%. For example if the quoted rate is 1 USD = 0.622886 GBP, then Cloudreach will exchange currency at a rate of 1 USD = 0.647801 GBP.

For the avoidance of doubt, the pricing structure in the table above is cumulative in nature as illustrated by the following examples:

**Example 1:** If Customer's AWS and/or Azure spend in a given month for the AWS and/or Azure Accounts set out in Appendix A is \$25,000, then the Customer's Cloud Core Charges shall be calculated as follows:  $\$10,000 * 52\% + \$15,000 * 50\% = \$12,700$ .

Notwithstanding the above, the Cloud Core Onboarding Charges shall not apply for any environment(s) that have been built by Cloudreach for Customer pursuant to a separate agreement between Cloudreach and Customer.

## 2.3 DevOps on Demand charges

DevOps on Demand should be used for a change, modification or creation of resources outside of the configuration of the environment from the time onboarding was completed, unless explicitly listed in the Standard Change list which will be provided upon request. The type of request or change for example are, creating new CloudFormation templates, updating Chef Cookbooks through to building new AWS or Azure resources.

Service Name	Unit	Cost per Unit	Estimated Monthly Usage
DevOps on	1 Hour	£140	The actual monthly cost to Customer will be the

Demand (CO-COT-DEV OPS-AWS-ENG -OO)			<p>Total number of DevOps on Demand Units used per month, and recorded by Cloudreach, multiplied by the Cost per Unit.</p> <p><b>Example:</b> if Cloudreach delivers 10 DevOps on Demand Units in one month, then the Cloudreach DevOps on Demand charge is calculated as 10 * £140 = £1,400.</p>
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This service has the following prerequisite service: Cloud Operations - Cloud Core.

## 2.4 Cloud Core Specific Terms

### 2.4.1 Term

**“Term”** means unless stated otherwise, an initial period of 12 months from the Start Date (the **“Initial Term”**). The Term shall automatically renew for a successive 12 month period (each a **“Renewal Term”**) unless terminated by either party giving the other no less than 30 days prior written notice before the end of the Initial Term or each Renewal Term. Customer shall have the right within the first 90 calendar days of the Initial Term (the **“Appraisal Period”**) to terminate the Cloud Core service for convenience by providing 30 calendar days written notice prior to the end of the Appraisal Period.

### 2.4.2 Early Termination

In the event that this clause conflicts with any other terms this clause shall control, and with the exception of termination during the Appraisal Period, the Customer may terminate the service during the Initial Term or an Renewal Term.

The customer can do this by: (i) providing Cloudreach with 30 days’ notice; and (ii) paying a sum equivalent to the average amount of Customer’s previous monthly AWS or Azure spend multiplied by the number of months remaining of the Initial Term or Renewal Term as applicable.

## 3 Cost Control

*Please refer to the [Cost Control Pricing Guide](#).*

## 4. Managed Application

### 4.1 Onboarding Charges (One Time Fee)

Service	Complexity Level (as determined by Cloudreach)	Charges per Application	Quantity	Total
CO-CORE-MANAGED-APP-ONBOARD	Simple	£3,700		

DING	Intricate	£6,000		
	Complex	£7,500		

## 4.2 Managed Application Monthly Charges

Product	Complexity Level (as determined by Cloudreach)	Charges per Application	Quantity	Total Per Month
CO-CORE-MANA GED-APP	Simple	£2,300		
	Intricate	£3,400		
	Complex	£4,900		

## 5. Software Maintenance

This service applies to software components developed, or contributed to, by Cloudreach on behalf of the customer. The monthly service fee for software maintenance is price on application. As an example, a percentage of the implementation can be used to determine this fee.

This service has the following prerequisite services: Cloud Operations - Cloud Core and Managed Application.

## 6. SFIA Rate Card

For a more detailed breakdown of the engineering rates that we're able to offer, please see our SFIA rate card. This is to be used for requirements that are deemed to require custom work outside of the Cloudreach Cloud Operations detailed in this price guide.

## 7. Service Bundled Discounts

Cloudreach are keen to offer our wider range of cloud services to better enable our customers on their cloud adoption.

*For Cloudreach services purchased in conjunction with Cloud Core:*

Cloudreach will provide a 3% discount on a wide range of Cloudreach Products or Services (discounted monthly in arrears or at the end of a fixed price project) listed on G-Cloud if purchased with Cloud Core. In order to qualify for the discount the Customer's monthly spend must exceed \$50,000.