

Viewdeck Consulting Limited

GCloud 10 Cloud Software/SaaS Pricing Guide



The following table provides setup costs and fully inclusive monthly service costs for the Viewdeck range of SaaS solutions. It includes Software Licenses were appropriate, Hosting costs and Support. Support options are available for clients, based on either 1st, 2nd or 3rd Line support, provided during Normal Working Hours, Extended Hours, or 24x7.

									Initial Service Setup	Monthly Service Charge		
Id	Code	SaaS	Summary	Notes	Per	Min	Support	£	1st+ Line	2nd + Line	3rd Line Only	
Business Applications												
1	CRMS-01	Customer Relationship Management (CRM) Service - Per User Configuration	Cloud base Customer Relationship Management Service - Per User Configuration	SaaS CRM Service	PerUser	10	2nd M-F9-5	2238		51	29	
2	SDCM-01	Service Desk and Customer Management as a Service - Per Service Operator	ITIL ITSM Service Desk and Incident Management Service - Per Service Operator	OTRS based web service desk solution. Customer web portal, mail integration, ITIL based	PerUser	10	1st M-F9-5	2238	113	90	75	
3	VFAS-01	Viewdeck Fraud Identification Service (VFAS)	Fraud Analytics Service - Per User	Fraud Analytics tool	PerUser	10	2nd M-F8-8	8950		332	242	
4	VFOI-01	Viewdeck Freedom of Information Service (VFOI)	Cloud Freedom of Information Management Service - Per User	SaaS Freedom of Information Management Service.	User	20	1st M-F9-5	4475	157	135	119	
5	CMAS-01	Case Management as a Service	Cloud Case Management Service - Per User	SaaS Case Management Service.Per User Service, upto 5Gb per User	PerUser	20	1st M-F9-5	4475	137	115	99	
6	CESB-01	Cloud Enterprise Service Bus as a Service	SOA/ESB Middleware SaaS - Dedicated Server	Apache ServiceMix SaaS service to provide SOA/ESB solutions across enterprises. Postgresql DB	Dedicated Service	2	3rd M-F9-5	8950			380	
	CESB-02		SOA/ESB Middleware as a Service - Large Dedicated Server	Apache ServiceMix SaaS service to provide SOA/ESB solutions across enterprises. Postgresql DB,	Large Dedicated Service	2	3rd M-F9-5	8950			693	
	CESB-03		SOA/ESB Middleware SaaS - Dedicated Server	RabbitMQ SaaS service to provide SOA/ESB solutions across enterprises. SQL DB	Dedicated Service	2	3rd M-F9-5	8950			1214	
	CESB-04		SOA/ESB Middleware as a Service - Large Dedicated Server	RabbitMQ SaaS service to provide SOA/ESB solutions across enterprises. SQL Db	Large Dedicated Service	2	3rd M-F9-5	8950			1527	
7	DMAS-01	Document Management as a Service	Cloud Document Management Service - Per User	Alfresco based Enterprise Content Mgmt	PerUser	20	1st M-F9-5	2685	63	40	25	
8	SKBS-01	Secure KanBan Board as a Service	Secure web based KanBan Board for Agile Teams	Wekan service for Agile managed.Per User Service, 5Gb per User	PerUser	10	1st M-F9-5	1343	65	42	27	
9	SWBM-01	Secure Web Based Map Service	Cloud Based OpenStreetMap Tile Service - Dedicated Service	OpenStreetMap Tile Service - Up to 20 Concurrent users/queries. Secure Solution to Mapping.	Dedicated Service	1	2nd M-F9-5	8950		1570	1123	
	SWBM-02	Secure Cloud Fileshare as a Service	Cloud Based OpenStreetMap Tile Service - Large Dedicated Service	OpenStreetMap Tile Service - Up to 40 Concurrent users/queries. Secure Solution to Mapping	Large	1	2nd M-F9-5	8950		2447	1999	
10	SCFS-01	Secure Cloud Fileshare as a Service	Web and Client Cloud Fileshare and Colloration Service - Per User	Nextcloud Server with Cloud, Desktop and Mobile Access.Per User Service, upto 10Gb per User. Order *2 for Distributed HA Service.	PerUser	20	1st M-F9-5	4475	65	43	27	
11	ERAS-01	Enterprise Reporting as a Service	Web Reporting Server as a Service - Dedicated Community Server	Jaspersoft Reporting Server	Dedicated Service	1	2nd M-F9-5	4475		470	291	
	ERAS-02		Web Reporting Server as a Service - Larger Community Dedicated Server	Larger Dedicated Jaspersoft Reporting Server	Large Dedicated Service	1	2nd M-F9-5	4475		559	380	
	ERAS-03		Web Reporting Server as a Service - Dedicated Commercial Server	Jaspersoft Reporting Server for up to 6 concurrent reporting , 50Gb Storage	Dedicated Service	1	2nd M-F9-5	4475		1636	1457	
	ERAS-04		Web Reporting Server as a Service - Larger Commercial Dedicated Server	Larger Dedicated Jaspersoft Reporting Server for up to 15 concurrent reporting , 50Gb Storage	Large Dedicated Service	1	2nd M-F9-5	4475		1726	1547	
Collaboration and Media												
12	VMPS-01	Video Management and Portal as a Service	Cloud Video & Media Management Service - Per User	Alfresco based Video Content Mgmt	PerUser	20	1st M-F9-5	8950	83	61	45	
13	WCCS-01	Web Conferencing and Collaboration as a Service	Secure Web Conferencing Service - Dedicated Service	Simple Browser based Web conferencing solution for Public, Community and Secure networks. Based on Jitsi	Dedicated Service	1	1st M-F9-5	4475	1230	783	469	
14	WCWS-01	Web Collaboration and Wiki Service	Secure Collaboration Service (Wiki)	Twiki implementation for secure collaboration across projects, locations.	PerUser	25	1st M-F9-5	2685	35	26	19	
15	VCSS-01	Viewdeck Cloud Surveillance Service	Secure Video and Media Content Service - Live Streams Data Management - Dedicated Service	Media Capture and storage using Alfresco & Wowza,	Dedicated Service	1	1st M-F9-5	4475	1569	1122	809	
Identity Assurance												
16	MFIV-01	Mobile and Fixed Identity Verification for Law Enforcement	Secure Identity Management Service for Law Enforcement - Per User	Secure Identity Portal service	PerUser	20	2nd M-F8-8	17900		264	174	

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	MFIV-02		Secure Identity Management Service for Law Enforcement - Per End-User Device	Per Device (Mobile) costs. up to 5Gb per Device	Per Device	2nd M-F8-8	0		129	96
17	MFVB-01	Mobile and Fixed Verification for Border Security	Secure Identity Management Service for Border Security - Dedicated Service	Secure Identity Portal service	PerUser	20 2nd M-F8-8	17900		264	174
	MFVB-02		Secure Identity Management Service for Border Security - Per End-User Device	Per Device (Mobile) costs. up to 5Gb per Device	Per Device	2nd M-F8-8	0		129	96
18	MFVH-01	Mobile and Fixed Verification for Humanitarian Assistance	Secure Migrant Registration Service for Humanitarian Assistance - Dedicated Service	Secure Identity Portal service	PerUser	20 2nd M-F8-8	17900		264	174
	MFVH-02		Secure Migrant Registration Service for Humanitarian Assistance - Per Device	Per Device (Mobile) costs. up to 5Gb per Device	Per Device	2nd M-F8-8	0		129	96
19	MFSG-01	Mobile and Fixed Identity Verification - Secure Gateway	Secure XML Gateway Service to provide audited remote Interrogation of Data services.	Secure SaaS service designed to support lookup to Law enforcement and overseas database services. Apache ServiceMix.	Dedicated Service	1 2nd 24x7	8950		3241	2123
20	MFVM-01	Mobile and Fixed Verification - Identity Match as a Service	Identity Match Solution as a Service	Media/Biometric match service.	Dedicated Server	1 2nd M-F8-8	8950		3306	2411
Managed Application Servers							0			
21	SASS-01	Secure Application Server Service	Secure Application Server as a Service - Dedicated Server	Locked Down Application SaaS Server, supporting Shell, Perl, Python, PHP application.	Dedicated Service	1 3rd M-F9-5	2685			367
	SASS-02		Secure Application Server as a Service - Large Dedicated Server	Locked Down Application SaaS Server, supporting Shell, Perl, Python, PHP application.	Large Dedicated Service	1 3rd M-F9-5	2685			456
22	LAMP-01	Secure Linux, Apache, MySQL & Php Application Server Service	Secure Web/LAMP Server as a Service - Dedicated Server	Secure Web, PHP, Database SaaS Server, PHP with MariaDB.	Dedicated Service	1 3rd M-F9-5	2685			367
	LAMP-02		Secure Web/Lamp Server as a Service - Large Dedicated Server	Larger Secure Web, PHP, Database SaaS Server, PHP with MariaDB.	Large Dedicated Service	1 3rd M-F9-5	2685			456
23	JASS-01	Secure Java Application Server Service	Secure Java Application Server as a Service - Dedicated Server	Dedicated Locked Down Java Tomcat Server.	Dedicated Service	1 3rd M-F9-5	4475			590
	JASS-02		Secure Java Application Server as a Service - Large Dedicated Server	Larger Dedicated Locked Down Java Tomcat Server.	Large Dedicated Service	1 3rd M-F9-5	4475			680
24	WPSS-01	Web Proxy Server as a Service	Secure Web Proxy Server as a Service - Dedicated Server	Locked Down Apache2 reverse Proxy SaaS Server,	Dedicated Service	1 3rd M-F9-5	2685			358
25	SIWP-01	Secure Ionic Web Platform	Secure Ionic Web Server as a Service - Dedicated Server	Locked Down Ionic Application SaaS Server, with optional npm and full stack services.	Dedicated Service	1 3rd M-F9-5	4475			367
	SIWP-02		Secure Ionic Web Server as a Service - Large Dedicated Server	Locked Down Ionic Application SaaS Server, with optional npm and full stack services.	Large Dedicated Service	1 3rd M-F9-5	4475			456
26	SNMP-01	Secure Nodejs Microservices Platform	Secure Nodejs Microservices Server Platform - Dedicated Server	Locked Down Nodejs Microservices Server, with optional npm and full stack services.	Dedicated Service	1 3rd M-F9-5	4475			367
	SNMP-02		Secure Nodejs Microservices Server Platform - Large Dedicated Server	Locked Down Nodejs Microservices Server, with optional npm and full stack services.	Large Dedicated Service	1 3rd M-F9-5	4475			456
DevOps and Secure Delivery										
27	DBAC-01	DevOps Build Automation and Continuous Delivery Service	Continuous Delivery SaaS Service - Dedicated Server	Continuous Delivery SaaS Service, provided by Chef	Dedicated Service	1 2nd M-F9-5	2685		917	470
	DBAC-02		Continuous Delivery SaaS Service - Large Dedicated Server	Larger Resource Server for additional/High work loads	Large Dedicated Service	1 2nd M-F9-5	2685		1006	559
	DBAC-03		Continuous Delivery SaaS Service - Per Managed Physical/Virtual Host	Additional Per Host Price	PerClientHost	1 3rd M-F9-5	0			17
28	CCAS-01	Continuous Compliance as a Service	Continuous Compliance SaaS Service - Dedicated Server	Continuous Compliance SaaS Service, provided by Chef	Dedicated Service	1 2nd M-F9-5	2685		470	246
	CCAS-02		Continuous Compliance SaaS Service - Large Dedicated Server	Larger Resource Server for additional/High work loads	Large Dedicated Service	1 2nd M-F9-5	2685		514	291
	CCAS-03		Continuous Compliance SaaS Service - Per Managed Physical/Virtual Host	Additional Per Host Price	PerClientHost	50 2nd M-F9-5	2685		28	19
	CCAS-04		Continuous Compliance SaaS Service - Per Host	Alternative Per Host Pricing on Shared Services Model	PerClientHost	50 2nd M-F9-5	2685		28	19
29	CDAS-01	Continuous Delivery as a Service	Private Gitlab CD/CI Service	Gitlab Community Server for CD/CI Delivery - Dedicated Host	Dedicated Service	1 2nd M-F9-5	448		232	188
	CDAS-02		CD/CI Per Host	Gitlab CD/CI Configuration Support	PerClientHost	1 3rd 24x7	134			27
30	DBSS-01	DevOps Build Server as a Service	DevOps Build SaaS Service - Dedicated Server	Infrastructure DevOps Build Service	Dedicated Service	1 2nd M-F9-5	2685		917	470
	DBSS-02		DevOps Build SaaS Service - Large Load Dedicated Server	Larger Resource Server for additional/High work loads	Large Dedicated Service	1 2nd M-F9-5	2685		1006	559
	DBSS-03		DevOps Build SaaS Service - Per Managed Physical/Virtual Host	Additional Per Host Price	PerClientHost	50 3rd M-F9-5	0			17

	DBSS-04		DevOps Build Shared Service - Per Host	Alternative Per Host Pricing on Shared Services Model	PerClientHost	50 2nd M-F9-5	2685		28	19
31	VCSS-01	Version Control Server (GIT) Service	Private Git Service	Git Server for Private project Control (Up to 100Gb)	Dedicated Service	1 2nd M-F9-5	895		492	313
32	VSAS-01	Vulnerability Scanner as a Service	Vulnerability and Penetration Testing (Vulnerability scanner)	OpenVAS based test and reporting service. (Up to 100Gb Data)	Dedicated Service	1 2nd M-F9-5	2685		582	403
33	SCIS-01	Secure Continuous Integration/Continuous Delivery Platform Service - Docker®	Secure Docker PLaatform for CD/CI - Dedicated Host	Deployed Docker Container in Secured Host for CD/CI deployments.	Dedicated Service	1 3rd M-F9-5	2685			492
	SCIS-02		Secure Docker PLaatform for CD/CI - Larger Dedicated Host	Deployed Docker Container in Secured Host for CD/CI deployments.	Large Dedicated Service	1 3rd M-F9-5	4475			693
	SCIS-03		Secure Docker PLaatform for CD/CI - Scaled Dedicated Host	Deployed Docker Container in Secured Host for CD/CI deployments.	Very Large Service	1 3rd M-F9-5	4475			1051
34	RMDS-01	Resilient MySQL® Database Server as a Service	Relational Database as a Service - Dedicated Mysql Server	Database Server, ideal for project, small community sized workloads	Dedicated Service	1 2nd M-F9-5	2685		1251	803
	RMDS-02		Relational Database as a Service - Larger Dedicated Mysql Server	Larger Database Server, ideal for Heavier Workloads, Single Instance	Large Dedicated Service	1 2nd M-F9-5	4475		1385	937
	RMDS-03		Relational Database as a Service - High Availability Mysql (Sync) Server	Synchronous HA Database Server	Dedicated Service	2 3rd 24x7	17900			1385
	RMDS-04		Relational Database as a Service - Larger High Availability Mysql (Sync) Server,	Larger Synchronous HA Database Server	Large Dedicated Service	2 3rd 24x7	17900			1519
	RMDS-05		Relational Database as a Service - Distributed High Availability Mysql (ASync) Server	ASynchronous/WAN based HA Database Server Inc Tungsten	Dedicated Service	2 3rd 24x7	17900			1474
	RMDS-06		Relational Database as a Service - Larger Distributed High Availability Mysql (ASync) Server	Larger ASynchronous/WAN HA Database Server Inc Tungsten	Large Dedicated Service	2 3rd 24x7	17900			1765
35	RMDD-01	Resilient MariaDB® Database Server as a Service	Relational Database as a Service - Dedicated MariaDB Server	Database Server, ideal for project, small community sized workloads	Dedicated Service	1 2nd M-F9-5	2685		917	470
	RMDD-02		Relational Database as a Service - Larger Dedicated MariaDB Server	Larger Database Server, ideal for Heavier Workloads, Single Instance	Large Dedicated Service	1 2nd M-F9-5	4475		1051	604
	RMDD-03		Relational Database as a Service - High Availability MariaDB (Sync) Server	Synchronous HA Database Server	Dedicated Service	2 3rd 24x7	17900			1051
	RMDD-04		Relational Database as a Service - Larger High Availability MariaDB (Sync) Server,	Larger Synchronous HA Database Server	Large Dedicated Service	2 3rd 24x7	17900			1186
	RMDD-05		Relational Database as a Service - Distributed High Availability MariaDB (ASync) Server	ASynchronous/WAN based HA Database Server Inc Tungsten	Dedicated Service	2 3rd 24x7	17900			1141
	RMDD-06		Relational Database as a Service - Larger Distributed High Availability MariaDB (ASync) Server	Larger ASynchronous/WAN HA Database Server Inc Tungsten	Large Dedicated Service	2 3rd 24x7	17900			1431
36	RPDS-01	Resilient PostgreSQL® Database Server as a Service	Relational Database as a Service - Dedicated PostgreSQL Server	Database Server, ideal for project, small community sized workloads	Dedicated Service	3 2nd M-F9-5	8055		917	470
	RPDS-02		Relational Database as a Service - Larger Dedicated PostgreSQL Server	Larger Database Server, ideal for Heavier Workloads, Single Instance	Large Dedicated Service	3 2nd M-F9-5	13425		1051	604
37	RMDB-01	Resilient MongoDB® Database Server as a Service	NoSQL Database as a Service - Dedicated MongoDB Community Server	Database Server, ideal for project, small community sized workloads. Single Instance	Dedicated Service	3 2nd M-F9-5	8055		917	470
	RMDB-02		NoSQL Database as a Service - Larger Dedicated Community MongoDB Server	Larger Database Server, ideal for Heavier Workloads, Single Instance	Large Dedicated Service	3 2nd M-F9-5	13425		1051	604
	RMDB-03		NoSQL Database as a Service - Dedicated MongoDB Enterprise Server	Database Server, ideal for project, small community sized workloads. Single Instance	Dedicated Service	3 2nd M-F9-5	8055		1126	678
	RMDB-04		NoSQL Database as a Service - Larger Dedicated Enterprise MongoDB Server	Larger Database Server, ideal for Heavier Workloads, Single Instance	Large Dedicated Service	3 2nd M-F9-5	13425		1260	812
38	RACD-01	Resilient Apache Cassandra (NoSQL)® Database Server as a Service	CSQL Database as a Service - Dedicated Cassandra Server	Database Server, ideal for project, small community sized workloads.	Dedicated Service	3 3rd M-F9-5	13425			604
	RACD-02		CSQL Database as a Service - Larger Dedicated Cassandra Server	Larger Database Server, ideal for Heavier Workloads, Single Instance	Large Dedicated Service	3 3rd M-F9-5	13425			738
39	RCDS-01	Resilient CouchDB (NoSQL)® Database Server as a Service	NoSQL Database as a Service - Dedicated CouchDB Server	Database Server, ideal for project, small community sized workloads.	Dedicated Service	3 3rd M-F9-5	13425			604
	RCDS-02		NoSQL Database as a Service - Larger Dedicated CouchDB Server	Larger Database Server, ideal for Heavier Workloads, Single Instance	Large Dedicated Service	3 3rd M-F9-5	13425			738
40	SGIT-01	Secure Gitlab as a Service	Private Gitlab Service	Gitlab Community Server for Private project Control (Up to 100Gb)	PerUser	10 2nd M-F9-5	4475		92	47
Networking and Security										

41	GFRS-01	Gateway and Firewall Router as a Service	Virtualised Firewall, Gateway Router Service - Dedicated Host	pfSense or IPTables based firewall router gateway service for security enforcing, zone separation and routing	Dedicated Service	1 3rd 24x7	895			671
	GFRS-02		Virtualised Firewall, Gateway Router plus IPSec or Openvpn Service - Dedicated Host	pfSense or IPTables based firewall router gateway service for security enforcing, zone separation and routing. Plus Openvpn or IPSec Support	Dedicated Service	1 3rd 24x7	2685			671
	GFRS-03		Virtualised Firewall, Gateway Router plus IPSec or Openvpn, and DNS/Bind9 DNS Service - Dedicated Host	pfSense or IPTables based firewall router gateway service for security enforcing, zone separation and routing. Plus Openvpn or IPSec, and BIND9/DNS Support	Dedicated Service	1 3rd 24x7	4475			671
	GFRS-04		Virtualised Domain Firewall, Gateway Router Service - Dedicated Host	IPTables based firewall router gateway service for security enforcing, zone separation and routing. HA/Resilience Configuration	Dedicated Service	1 3rd 24x7	2685			671
	GFRS-05		Virtualised Domain Firewall, Gateway Router plus IPSec or Openvpn Service - Dedicated Host	pfSense or IPTables based firewall router gateway service for security enforcing, zone separation and routing. Plus Openvpn or IPSec Support. HA/Resilience Configuration	Dedicated Service	1 3rd 24x7	2685			671
	GFRS-06		Virtualised Domain Firewall, Gateway Router plus IPSec or Openvpn, and DNS/Bind9 DNS Service - Dedicated Host	pfSense or IPTables based firewall router gateway service for security enforcing, zone separation and routing. Plus Openvpn or IPSec, and BIND9/DNS Support. HA/Resilience Configuration	Dedicated Service	1 3rd 24x7	4475			671
42	CVAS-01	Cloud VPN as a Service	Software Based VPN Server and Router Service - Dedicated Host	Openvpn router gateway service for secure connectivity and routing over WAN, LAN, Mobile etc.	Dedicated Service	3rd 24x7	0			671
	CVAS-02	#REF!	Software Based VPN Server and Router Service - Client Configuration	Per Client Configuration, Keys and software for Android, iOS, Mac, PC, Linux, Windows etc.	Per Client	1 2nd M-F9-5	45		21	12
43	MDAA-01	Management Domain as a Service	Complete Management Domain As a Service for Secure, Project and Operational Environments	Software Build Server, Admin Workstation, Monitoring, Event/Log Management, Patch Server, Backup Server.	Mgmt Domain	1 3rd 24x7	8950			2819
44	CPAS-01	Content Proxy as a Service	Proxy, Content Checking and AV for inoming web Traffic	Dedicate Host to support up to 20 Concurrent Clients	Dedicated Service	1 2nd M-F9-5	4475		929	481
	CPAS-02		Proxy, Content Checking and AV for inoming web Traffic - Large	Dedicate Host to support up to 50 Concurrent Clients	Dedicated Service	1 2nd M-F9-5	4475		1027	579
Data & Information Services										
45	RSAS-01	Reporting Server as a Service	Web Reporting Server as a Service - Dedicated Community Server	Jaspersoft Reporting Server	Dedicated Service	1 2nd M-F9-5	4475		470	291
	RSAS-02		Web Reporting Server as a Service - Larger Community Dedicated Server	Larger Dedicated Jaspersoft Reporting Server	Large Dedicated Service	1 2nd M-F9-5	4475		559	380
46	ETLS-01	Extract, Transform and Load Server as a Service	ELT and Transformation Server as a Service - Dedicated Server	Talend ELT Server for up to 6 concurrent activities , 100Gb Storage	Dedicated Service	1 3rd M-F9-5	4475			1854
	ETLS-02		ELT and Transformation Server as a Service - Larger Dedicated Server	Talend ELT Server for up to 15 concurrent activities , 200Gb Storage	Large Dedicated Service	1 3rd M-F9-5	4475			1943
47	VFAS-01	Viewdeck Fraud Identification Service (VFAS)	Fraud Data Analytics Service - Dedicated Service	Data Analytics tool, supporting upto 10 concurrent users, and up to 100Gb	Dedicated Service	1 2nd M-F8-8	8950		2069	1174
	VFAS-02		Fraud Data Analytics Service - Per User	Additional Service per User (including 50Gb).	PerUser	10 2nd M-F9-5	8950		161	143
48	VBDA-01	Viewdeck Big Data Analytics Service (VDAS)	Data Analysis and Big Data Analyser Service - Dedicated Service	Visallo based Data Analysis and Big Data Analyser tool, supporting up to 10 concurrent users, and up to 100Gb	Dedicated Service	1 2nd M-F8-8	8950		2069	1174
	VBDA-02		Data Analysis and Big Data Analyser Service - Per User	Additional Service per User (including 50Gb).	PerUser	10 2nd M-F9-5	8950		161	143
49	VSDV-01	Viewdeck Single View of Data as a Service (VSVS)	Single Data View Service - Dedicated Licensed Service	Kibana Single Data View tool,	Dedicated Service	1 2nd M-F8-8	8950		2069	1174
	VSDV-02		Single Data View Service - Per User	Kibana Additional Service per User.	PerUser	10 2nd M-F9-5	8950		201	183
50	VSDS-01	Viewdeck Search and Discovery Service - Elasticsearch® (VSDS)	Logtask and Elastic - Dedicated Servier	Includes up to 100Gb	Dedicated Service	1 3rd 24x7	8950			2220
	VSDS-02		Logtask and Elastic - Large Dedicated Servier	Includes up to 200Gb	Large Dedicated Service	1 3rd 24x7	8950			2756
Supporting Infrastructure Services										

51	VSMS-01	Secure Mail Server	Secure Mail Service - Dedicated Server	Postfix, Dovecot, TLS, SSL, Alerting, AV, Spamassassin, Pyzor, Razor, Blacklisting, Mail Rules, Mail Processing, Automated Mail Handling, Mail Forwarding, Aliases, Multiple Domain, Multiple Internal and External Clients, Webmail, Client Certificates mail service.	Dedicated Service	1	2nd M-F9-5	2685		492	313
	VSMS-02		Secure Mail Service - Large Dedicated Server	Postfix, Dovecot, TLS, SSL, Alerting, AV, Spamassassin, Pyzor, Razor, Blacklisting, Mail Rules, Mail Processing, Automated Mail Handling, Mail Forwarding, Aliases, Multiple Domain, Multiple Internal and External Clients, Webmail, Client Certificates mail service.	Large Dedicated Service	1	2nd M-F9-5	4475		1096	649
52	VSMA-01	Secure Mail Archiver	Secure Mail Archive Service - Dedicated Server	Cloud based MailArchiva/Mail archive solution. Indexing and Retrieval for both security and clients.	Server	1	2nd M-F9-5	4475		895	447
	VSMA-02		Secure Mail Archive Service - Per Registered/Storage User Account	PerMailBox, Up to 5Gb Per User	Per MailBox	50	2nd M-F9-5	5370		13	11
53	PRMS-01	Patch Repo Mirror Server	Secure Patch Server as a Service	Patch Service/Mirror for Redhat, Centos, Debian, Ubuntu based Linux, PPA, Repo, and/or Files. Up to 1Tb Storage	Dedicated Service	1	3rd M-F9-5	2685			708
54	VSMS-01	System Monitoring Server	System and Service Monitoring Service	Dedicated Zabbix Server for Monitoring wide range of availability, system performance and platform statistics.	Dedicated Service	1	2nd M-F9-5	4475		881	434
	VSMS-02		System and Service Monitoring Service - Per Managed Physical/Virtual Host	Additional Per Host Price - Max 10Gb Storage Per Host	PerClientHost	25	2nd M-F9-5	2685		30	22
55	VSL-01	System Log Server	System Event Log Service	rSysLog Log Server (Store of Logs, Log management, log Rotation).	Dedicated Service	1	2nd M-F9-5	4475		492	268
	VSL-02		System Event Log Service - Per Managed Physical/Virtual Host	Additional per Host Price - Max 10Gb Storage Per Host	PerClientHost	50	2nd M-F9-5	2685		14	10
56	VBSS-01	Backup Server	System Backup Service - Dedicated Host	Amanda Backup Server	Dedicated Service	1	2nd M-F9-5	4475		828	380
	VBSS-02		System Backup Service - Per Managed Physical/Virtual Host	Additional per Host Price - Max 10Gb Storage Per Host	PerClientHost	25	2nd M-F9-5	2685		40	22
57	VEMA-01	Event Monitoring and Alerting	Security Event Monitoring and Alerting Service - Dedicated Host	Advanced Storing and Monitoring of Security Events, Analytics and Alerting using Graylog2.	Dedicated Service	1	2nd M-F9-5	4475		1046	599
	VEMA-02		Security Event Monitoring and Alerting Service - Per Managed Physical/Virtual Host	Additional per Host Price - Max 10Gb Storage Per Host	PerClientHost	50	2nd M-F9-5	2238		18	13
58	VIBS-01	Infrastructure Base	Boundary and Zone Firewall As a Service for Secure, Project and Operational Environments	Service providing software based Boundary FW, Domain Firewall	FW Infrastructure	1	3rd 24x7	4475			1297
59	LDAP-01	LDAP Server	LDap Server as a Service - Dedicated Server	OpenLdap Server for up to 20 Concurrent connections. 100Gb Storage/Db	Dedicated Service	1	3rd 24x7	4475			1074
	LDAP-01		LDap Server as a Service - Large Dedicated Server	OpenLdap Server for up to 20 Concurrent connections. 200Gb Storage/Db	Large Dedicated Service	1	3rd 24x7	4475			1208
60	VFSS-01	File Server	Cloud Based File Service - Dedicated Service	Cloud File Server as a Service supporting Samba/CIFS, NFS, (s)FTP. Up to 50Gb, and 10 Concurrent Connections	Dedicated Service	1	3rd M-F9-5	4475			604
61	VDFS-01	Distributed File Server	Distributed Synchronous Cloud Based File Service - Dedicated Service	Synchronous HA Cloud File Server as a Service supporting Samba/CIFS, NFS, (s)FTP, using GlusterFS. Up to 50Gb, and 10 Concurrent Connections. Per Server	Dedicated Service	2	3rd M-F9-5	17900			693
Supporting Development Services											
62	SDBW-01	Secure DevOps Build Workstation as Service	Secure DevOps Build Workstation for Managed Environments	Development and administration workstation for DevOps and WebOps development	Workstation	1	2nd M-F9-5	895		447	268
63	VRDS-01	Remote Desktop Server	Remote Administration Desktop/Workstation as a Service	SSH Based Support, locked Down, graphical, open Source management desktop. Suitable for project and service administration.	Dedicated Service	1	2nd M-F8-8	4475		693	335
	VRDS-02		Secure Remote Desktop/Workstation as a Service.	Secure Desktop as a Service to support a Larger workloads. Suitable for project, secure development and secure continuous delivery. Up to 10-20 Concurrent Desktops/250Gb Storage	Large Dedicated Service	1	2nd M-F9-5	4475		635	456

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VRDS-03		Secure Remote Desktop/Workstation as a Service - Per Desktop	Virtual Secure Desktop as a Service Per Desktop. Suitable for project, secure development and secure continuous delivery. 50Gb Storage	Per Desktop	10 2nd M-F9-5	2238		84	62
Supporting Application Services									
64	VRMP-01	Video Remote Meeting, Presentation and Conferencing Service	Secure Remote Meeting, Presentation and Web Conferencing Service - Dedicated Service	Big Blue Button, Lesson based. Up To 20 Concurrent User Sessions, 100Gb Storage	Dedicated Service	1 1st M-F9-5	4475	1253	492
	VRMP-02		Secure Remote Meeting, Presentation and Web Conferencing Service - Larger Dedicated Service	Big Blue Button, Lesson based. Upto 40 Concurrent User Sessions, 200Gb Storage	Large Dedicated Service	1 1st M-F9-5	4475	1543	782
65	STUN-01	STUN/TURN Server for Webrtc/Media	Web TURN/STUN Server for Proxying WebRTC across NAT/Firewalls	SaaS virtualised STUN/TURN server based on rfc5766-turn-server. Up to 20 Concurrent Sessions.	Dedicated Service	1 3rd 24x7	4475		671
66	VVMS-01	VVMS IP Streamer	Secure Video Streaming Service - Live Streams Data Management - Dedicated Service	Media Capture and storage using Alfresco & Wowza. Workflow, etc. up to 20 live streams (in or out). Up to 100Gb Storage	Dedicated Service	1 1st M-F9-5	4475	1165	405
	VVMS-02		Secure IP Video Stream Service - Per Stream	Per Recording / Input Stream, Up to 20Gb Per Stream	Source	1 1st M-F9-5	224	72	34
67	VVRM-01	Video Remote Meeting, Presentation and Conferencing Service	Secure Remote Meeting, Presentation and Web Conferencing Service - Dedicated Service	Big Blue Button, Lesson based. Up To 20 Concurrent User Sessions, 100Gb Storage	Dedicated Service	1 1st M-F9-5	4475	1253	492
	VVRM-02		Secure Remote Meeting, Presentation and Web Conferencing Service - Larger Dedicated Service	Big Blue Button, Lesson based. Upto 40 Concurrent User Sessions, 200Gb Storage	Large Dedicated Service	1 1st M-F9-5	4475	1543	782
68	STUN-02	STUN/TURN Server for Webrtc/Media	Web TURN/STUN Server for Proxying WebRTC across NAT/Firewalls	SaaS virtualised STUN/TURN server based on rfc5766-turn-server. Up to 20 Concurrent Sessions.	Dedicated Service	1 3rd 24x7	4475		671
Supporting IaaS Services									
69	UKCU-01	UKCloud Upgrades	PSN Starter Pack	UKCloud PSN Starter Pack	Per Instance	1	895		
	UKCU-02		PSN Per Gb	UKCloud PSN Per Gb	PerGb	1 3rd 24x7	0		537
	UKCU-03		PSN Protect Starter Pack	UKCloud PSN Protect Starter Pack	Per Instance	1	895		
	UKCU-04		PSN Protect Per Gb	UKCloud PSN Protect Per Gb	PerGb	1 3rd 24x7	0		538
	UKCU-05		N3 Starter Pack	UKCloud N3 Starter Pack	Per Instance	1	895		
	UKCU-06		N3 Per Gb (250GB-1Tb)	UKCloud N3 Per Gb (250GB-1Tb)	PerGb	1 3rd 24x7	0		538
	UKCU-07		Inter DC Connectivity Per Gb	UKCloud Inter DC Connectivity Per Gb	PerGb	1	895		
	UKCU-08		Elevated Inter DC Connectivity Starter Pack	UKCloud Elevated Inter DC Connectivity Starter Pack	Per Instance	1 3rd 24x7	0		1037
	UKCU-09		Elevated Inter DC Connectivity Per Gb	UKCloud Elevated Inter DC Connectivity Per Gb	PerGb	1 3rd 24x7	0		538
	UKCU-10		Elevated VPN Setup	UKCloud Elevated VPN Setup	Per Instance	1	895		
	UKCU-11		Elevated VPN Per Month	UKCloud Elevated VPN Per Month	Per Instance	1 3rd 24x7	0		1037
	UKCU-12		Cross Domain Starter Pack	UKCloud Cross Domain Starter Pack	Per Instance	1	895		
	UKCU-13		Cross Domain Per Gb	UKCloud Cross Domain Per Gb	PerGb	1 3rd 24x7	0		538
	UKCU-14		Bastion/Walled Garden Host	UKCloud Bastion/Walled Garden Host	Per Instance	1 3rd 24x7	0		1037
	UKCU-15		Secured Remote Access 3 User	UKCloud Secured Remote Access 3 User	Per Instance	1 3rd 24x7	0		887
	UKCU-16		Secured Remote Access 10 User	UKCloud Secured Remote Access 10 User	Per Instance	1 3rd 24x7	0		1037
Supporting Subscriptions							0		
70	VRHS-01	Redhat Subscription	Redhat Software Licensing - Cloud Usage	Redhat Licensing costs for Host/Instance	Small/Medium	1 3rd 24x7	0		50
	VRHS-01				Large	1 3rd 24x7	0		67

Terms and Conditions

1. In all products, Support is calculated on the basis of a remote (ie not on site) basis , and where necessary, a secure access service to the services is required at additional cost. For UKCloud Tier 1 Elevated services, the Secure Remote Access solution provides such a service.
2. Change Requests, Change Boards, and Change Management are not included, and will be calculated at normal SFIA rates. As a service, patching and updates will be managed and coordinated by Viewdeck, and unless there is a impact to service, no notification will be provided. Regular, pre approved change windows for minor outages will be agreed to upfront.
3. Rates do not include ITHC activity. Most components have been checked previously, and where possible information will be made available. Where possible, and as required, supporting an ITHC and the outcomes of the ITHC will be managed as a fixed price (the size depending on your accreditation requirements).
4. Regular Service Reviews are not included, but can be added as a fixed cost package, depending on the integration required. Standard 'out of the box' reporting from service management tools will be provided for 2nd and 1st line support packages only. 3rd line support functions are not included (assumed to be part of a 2nd line support function). Where tailored or alternative reporting is required, these will be provided as an additional item.
5. Inline with our Security Policy, Patches will be applied when appropriate, and unless of High Priority (CESG or other body), at the discretion of Viewdeck. We aim to patch all systems within 30 days for Repository or packaged applications. Third party application software will only be upgraded if major failures or issues exist impacting usability, or on annual renewals. Upgrades can be done at the client's request as a chargeable item.
6. 1st Line support assumes clients can self serve via the Support Portal, and will always be directed towards email/online support functions.
7. 2nd Line support assumes interfacing and triage is handled by a separate (client) Service desk, with Viewdeck acting as a Resolver Group. Email and Online Service portal will help manage and coordinate.
8. 3rd Line support assumes all end user management, and investigation is provided by client's ICT support function / organisation, and liaison is restricted to technical, authorised and available resources.
9. Additional Support tasks that are passed down to Viewdeck inappropriately will be charged at the normal SFIA Rates.
10. Viewdeck takes no responsibility for the functionality or the performance of these applications, open source solutions or their components. Where possible, software functionality will be baselined and agreed at commissioning. Downstream operational issues will be fixed, and best endeavours used to maintain service, but responsibility for third party software does not lie with Viewdeck. Liability is limited to the Value of the Termination of the Contract.