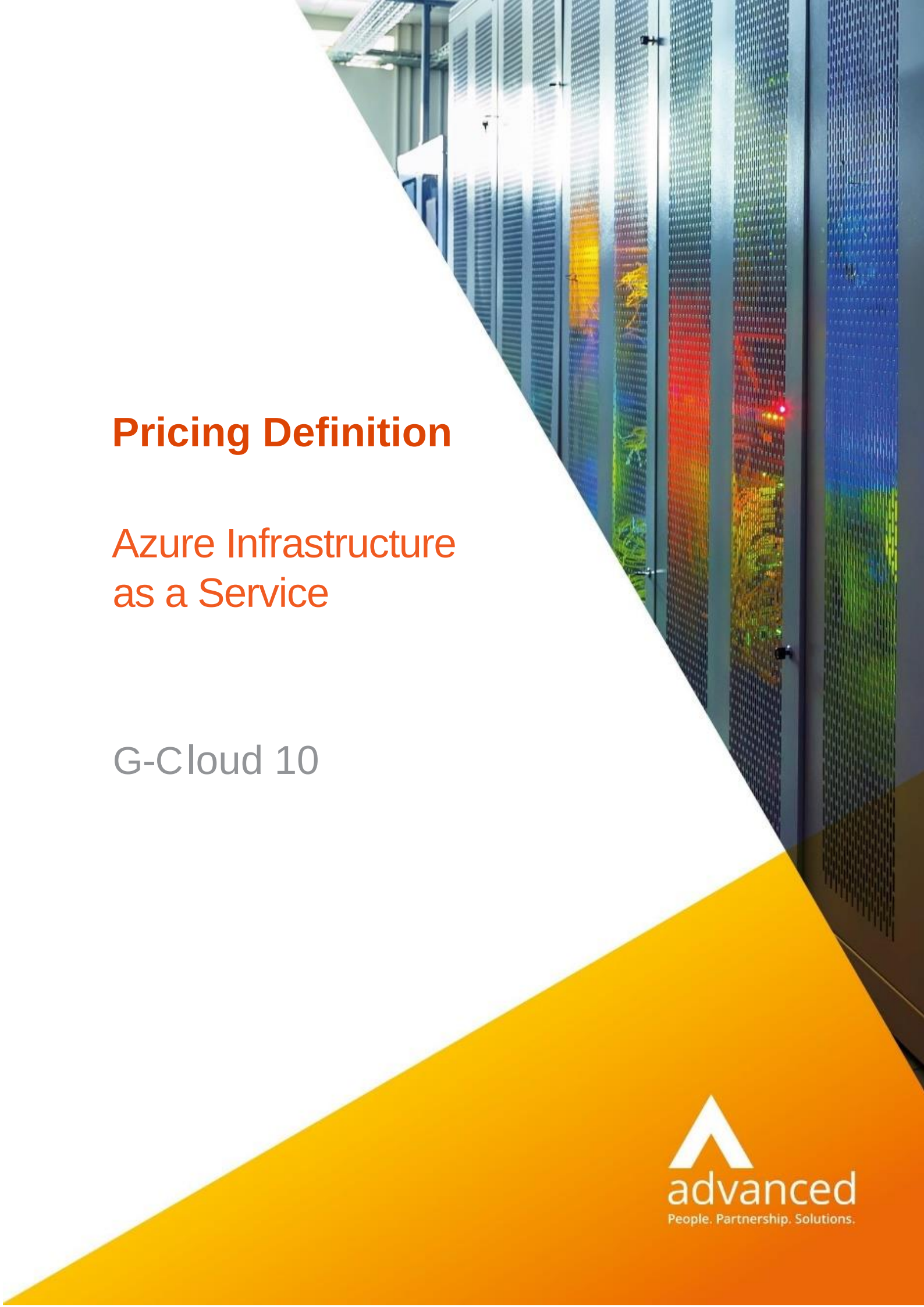

Pricing Definition

Azure Infrastructure as a Service

G-Cloud 10

advanced
People. Partnership. Solutions.

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Company Overview

Advanced provides Managed Services and IT outsourcing to the private and public sectors across the UK. Reliable and secure G-Cloud services for hosting single or complex application workloads are available. Customers are able to select from a range of standard configurations and services to purchase the model best suited to their needs, using either Infrastructure or Platform as a Service models. Advanced is also a leading provider of legacy application modernisation and cloud enablement services to the public sector and provides technical transformation and integration services, transition planning and execution for even the most complex workloads.

Services are provided through Advanced's UK based single point of contact service desk and are backed by technical strength in depth across all main areas including operating system, networking and database. Services are monitored 24/7 from our network and security operations centre and are underpinned by Advanced's ISO 27001:2017 accredited information security management system. Advanced has aligned its services to ITIL v3 for service and systems management and PRINCE2 methodologies for transition and transformation services.

As a mature and experienced managed services provider with almost 20 years' experience in delivering managed IT and application hosting services Advanced is able to assist public sector organizations with all aspects of the Azure cloud services journey.

Pricing

Service Management Setup

A one-time setup fee applies for establishing the organization within the Advanced IT Service Management (ITSM) system. Included is an overview of how to use the ITSM system, features and functionality and the ITIL aligned services and processes including; Incident and Change Management included within the service.

Monthly Charge

Once an account is set up, ongoing charges apply for management of each Azure IaaS virtual server. Pricing per server is found in table 3 below. Each server under management includes the following:

- Operating system software patching
- 24/7 Monitoring
- Anti-virus management (license excluded)

The minimum term for an Advanced Azure IaaS service is 12 months.

Support Service

The service includes access to Advanced's service desk for incident management and service requests between the hours of 08.00 to 18.00 Monday to Friday. The infrastructure is monitored 24/7 and any infrastructure events will be triaged and remedied 24/7.
A full history and status update of incidents can be viewed through the service desk portal. Automated emails are issued by the platform to inform of status updates.

Pricing Tables

Account Establishment

A one-time account setup fee applies for the establishment of an account and an overview of the PaaS system, change and incident management processes and how to use the service desk portal.
Each server has a one off set up fee (Shown in table 2) which includes the provision of server space, storage and network capacity to the customer's individually defined area of the Advanced PaaS private cloud. Relevant data import templates are set up, and resources are allocated accordingly to support the uploading of applications.

Table 1 – Account Setup

Description	Account Set Up Cost
Account set up, includes basic overview training	£1,500
Additional Training (optional) per day	£850.00

Table 2 – Azure IaaS Options

Description	Unit	Price/Month
Azure services are evolving continually, please refer to the Microsoft web site (https://azure.microsoft.com/en-gb/pricing/calculator/) for current IaaS pricing or contact Advanced to discuss your requirements and to get a quotation.	Virtual Machine	Refer to Website

Table 3 – Cloud Management

Description	Unit	Price/Month
IaaS Management		
Monthly VM management including: > Patching > Monitoring > AV Management	Per Virtual Machine	£75

Service Support

The Advanced Service Desk is for customers wishing to have access to user and technical support. Service desk support is priced per incident / service request.

Standard hours are 08.00 – 18.00 Monday to Friday with service extensions through to full 24/7.

Description	Unit	Price
Service Desk Support Ticket	Per Ticket	£26

On-boarding and Off-boarding

Advanced is able to provide technical support to assist if required based on the rate card provided.

Service Credits

Microsoft offer service credits directly if the Azure platform does not meet pre-defined service levels. Credits are calculated per minute based on the whole month and are provided directly from Microsoft. Advanced will pass onto the customer any service credits received from Microsoft. Service credits will depend on the service used and the contractual availability.

Rate Card

Professional Services (Optional):	Unit	Price/ Day
Senior Engineer	Day	£900.00
Snr. Solution Architect	Day	£1,050.00
Project Management	Day	£950.00

Please refer to the SFIA Rate card for full list of options and terms