



# Finworks Platform Pricing

(G-Cloud 11)

Prepared for:

**G-Cloud 11**

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## 1. The Finworks Platform Service

The Finworks Platform is a Low Code Platform for rapidly creating robust departmental or enterprise or multi organisation applications with a combination of one or more of the following **powerful capabilities** for:

- **User Collaborations and Document Management,**
- **Case Management and Business Process Workflows,**
- **Data Management and Data Governance,**
- **Analytics, Machine Learning and AI**

The Finworks platform is designed to deliver custom SaaS applications that enable you to realise the digital transformation of key parts of your business at a speed and cost that give you a sustainable advantage.

To allow you to deploy your Finworks Platform based SaaS solution in the context best suited

> **Cloud Hosting:** The platform can be easily deployed on

- well-known cloud platforms like
  - Amazon AWS,
  - Microsoft AZURE,
  - Oracle Cloud,
  - GE Predix
  - and others.
- or on dedicated commercial data centre infrastructures
  - either from Hosting Vendors
  - or those already present in suitable inhouse on-premise data centre facilities.

> **Edge Hosting:** The platform can also be deployed in suitable edge computing environments where you need robust services with all the benefits of resilience and low operating cost of cloud services but need to locate the service very close to the devices that interact with it.

This can be on any suitable Edge Computing Platform including

- Edge Compute Fabrics in Buildings
- Rugged Edge Computing Fabrics in Factories or Utility Works
- Field Deployable Autonomous Edge Computing Units for use alongside transport infrastructure such as Railway Tracks, Roads or utility assets such as Power, Water, or Gas networks, in agriculture, alongside outdoor festivals and events and other scenarios. Field deployable units can be configured to be independent of mains power and are able to work well even with very limited connectivity back to the cloud.

## 2. Fees Overview

### 2.1. Monthly Fees

The following monthly fees and costs apply to our Finworks Platform services:

Fee Type	Description
<b>Mandatory Fees &amp; Costs</b>	
<b>SaaS Licence Fees</b>	A usage-based fee depending on numbers of users, queryable data storage and the number of cores available to supports queries and analytics including ML and AI.
<b>Hosting Costs</b>	These are either pass through costs for underlying compute, storage and network resources or your own costs of these where you provide or procure these yourself.
<b>Fees for Optional Services</b>	
<b>Support Services Fees</b>	A fixed fee assessed according to the type of support required (SLA or capped effort), the support hours requested, and the level and scope of support and maintenance activities anticipated
<b>Disaster recovery subscription uplift</b>	An uplift to the per user SaaS subscription fees if a higher specification disaster recovery option than the standard is taken
<b>Additional services</b>	Fees for any add-ons you may request to either our Standard Service or Custom Service. For example, these might be additional security measures, a custom disaster recovery arrangement, or additional work you want covered under a support arrangement

## 2.2. Professional Services Fees

Implementation, onboarding, integrations and other professional services work is charged at our SFIA rate card rates.

This can be either on a time and materials or a fixed price basis. Fixed price quotes will include an allowance for contingency.

With our professional services you can have your Custom SaaS solution operational in as little as four to six weeks ready provide the capabilities required to solve your business challenge at hand.

For more details see our service definitions for Professional Services and our SFIA rate card rates for these.

### 3. What's the Minimum Monthly Fee?

Once you've completed any initial proof of concept or pilot of your Finworks Platform based Custom SaaS solution and you're using the service on a normal ongoing basis, the minimum monthly SaaS Licence fee you could pay for the Standard Service is 5000 GBP. In addition, you need to budget for appropriate hosting costs which initially often are no more than 2500 GBP per month. The table below shows how this works.

#### Typical Monthly Fees (£s) when starting.

Type of Fee	Min. Fee
<u>SaaS Licence Fee</u>  Minimum 5000 GBP per month.  This includes <ul style="list-style-type: none"><li>▪ 100 users with access to the platform UX and workflow capabilities</li><li>▪ 250 users without access to the platform UX or workflow capabilities</li><li>▪ 1 Terabyte of Data ( for analytics )</li><li>▪ Up to 16 Cores ( for analytics )</li></ul>	<b>5000 GBP</b>
<u>Basic Hosting on AWS or alternative platforms</u>  This is direct recharge of Amazon AWS costs or your own charges from AWS, or other platforms if you sub	<b>Approximately 2500 GBP</b>
<b>TOTAL</b>	<b>7500 GBP</b>

## 4. SaaS Licence Fees

The per user SaaS Licence fees for Finworks Platform are:

### Monthly Minimum Fee

Type of fee	Price/ month
<p><u>SaaS Licence Fee</u></p> <p>Minimum 5000 GBP per month.</p> <p>This includes</p> <ul style="list-style-type: none"> <li>100 users with access to the platform UX and workflow capabilities</li> <li>250 users or (IOT) devices without access to the platform UX or workflow capabilities ( <i>i.e. those using the platform via an API from another app, web app, web site or application</i> )</li> <li>1 Terabyte of Data ( for analytics )</li> <li>Up to 16 Cores ( for analytics )</li> </ul>	5,000 GBP

### SaaS Licence Fee per User per Month (£)

Number of Users	Users or Connected (IOT) devices without access to UX and Collaborations	Users with access to UX and Collaborations
<b>0-100</b>	Included in Minimum Fee	Included in Minimum Fee
<b>101-250</b>	Included in Minimum Fee	40
<b>251-1,000</b>	5	35
<b>1,001-2000</b>	4	30
<b>2,001 or more</b>	3	25
<b>10,001 or more</b>	1.5	25
<b>20,001 or more</b>	1	25

**SaaS Licence Fee for Analytics Capabilities**

Type of fee	Price/ month
Fee per additional 1TB of storage (excluding the first 1TB )	550
Fee per additional 8 server cores (excluding the first 16 cores)	1,100

“Users” are defined as the peak number of service users (end-users and administrative users) during any month with active credentials that allow them to use any part of the service.

Users with and without workflow access are totalled separately and the banding above applies separately to each of these user types.

Users without workflow access are those who participate in the service via an API from a custom or third-party app, web-app, web-site or other application. This also includes connected IOT devices in Edge Computing and IOT environments.

Our minimum SaaS Licence Fee of 5000 GBP includes an entitlement to use the platform with

- up to 100 users with access to the platform UX and workflow capabilities
- up to 250 users or (IOT) devices without access to the platform UX or workflow capabilities (*i.e. those using the platform via an API from another app, web app, web site or application*)
- up to 1 Terabyte of Data (for analytics )
- up to 16 Cores (for analytics )

If your usage exceeds these the additional fees are as set out in the tables above.

If your usage patterns are not clear at the beginning or vary greatly, we can work together with you to find a solution that is suitable for your situation.

Subscriptions are for a minimum of 18 months unless otherwise agreed to cover situations like pilots, proofs of concept.



## 5. Support & Maintenance

### 5.1. Standard Support

We provide a recommended Standard Support package that is particularly useful if you are just starting and don't know yet how much support would be appropriate for your needs:

#### Standard Support Fee per Month (£)

Service	Fee
<b>Standard Support:</b> Provided Monday to Friday, 9am-5pm, excluding public holidays. Includes: 2 days per month of support work on a capped effort basis; phone and e-mail helpdesk; issue management; service monitoring; capacity management; security management; and general service maintenance - please see our Service Definition document for further details	2000 GBP

### 5.2. Custom Support

Many customers may want a dedicated instance of our service, custom hosting, SLA-based support or custom support hours/arrangements. We can accommodate all these options, and in each case will agree a Custom Support arrangement. Further details on the types of arrangement we can offer are included in our Service Definition document.

Charges for Custom Support are calculated according to the projected level of staff availability and utilisation required, for both support and maintenance, applying the rates in Finworks' SFIA rate card.

## 6. Hosting & Security Options

### 6.1. Cloud Hosting

The platform can be easily deployed on well-known cloud platforms like

- Amazon AWS,
- Microsoft AZURE,
- Oracle Cloud,
- GE Predix
- and others.
- or on dedicated commercial data centre infrastructures
  - either from Hosting Vendors

or those already present in suitable inhouse on-premise data centre facilities.

You will need to pay for these directly or we can set up a suitable facility for you and recharge the costs to you.

#### Cloud Hosting Fees per Month (£)

Service	Fee
<b>Cloud Hosting costs recharge:</b> The actual costs of the hosting if provided by Finworks (or £0 if you provide the hosting environment or pay for it directly)	actual costs recharged

### 6.2. Edge Hosting

- > The platform can also be deployed in suitable edge computing environments where you need robust services with all the benefits of resilience and low operating cost of cloud services but need to locate the service very close to the devices that interact with it.

This can be on any suitable Edge Computing Platform including

- Edge Compute Fabrics in Buildings
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- Field Deployable Autonomous Edge Computing Units for use alongside transport infrastructure such as Railway Tracks, Roads or utility assets such as Power, Water, or Gas networks, in agriculture, alongside outdoor festivals and events and other

scenarios. Field deployable units can be configured to be independent of mains power and are able to work well even with very limited connectivity back to the cloud.

Implementation fees will also apply, charged at our SFIA rate card rates. And support and maintenance will also need to be on a Custom Support basis.

#### Edge Hosting Fees per Month (£)

Service	Fee
<b>Edge Hosting costs recharge:</b> The actual costs of the hosting if provided by Finworks (or £0 if you provide the hosting environment or pay for it directly)	actual costs recharged

6.3.

#### Standard Service Upgrade to 'Hot Standby' Disaster Recovery

Hot standby disaster recovery can be provided as an upgrade to the Standard Service. The additional fee is: (see next page)

#### Hot Standby Disaster Recovery Upgrade Fee (£)

Service	Fee
<p><b>Hot Standby Disaster Recovery:</b> Reduces target recovery time for disaster recovery to 4 working hours (working hours are: 9am-5pm, Monday to Friday, excluding public holidays); reduces target maximum data loss to 1 hour – please see our Service Definition for further details on all disaster recovery options</p> <p>You must pay for all hosting fees for your Hot Standby DR environment(s).</p> <p>The planning for and creation of Hot Standby DR environments will require professional services chargeable at our SFIA Rate Card Rates.</p> <p>Ongoing support for your Hot Standby DR environments such as periodic failover tests will need to be covered by your customised SLA support agreement or alternatively will be charged as incurred at our SFIA Rate Card Rates.</p>	Additional 20% of SaaS Licence fees

## 6.4. Cloned Development and Test Environments

Clones of your environment used exclusively for development, maintenance and testing and not available to your normal user community are available at discounted licence fee rates.

### Cloned Development and Test Environments (£)

Service	Fee
<b>Cloned Test Environments for Maintenance:</b>  Clones of your environment used exclusively for development, maintenance and testing of upgrades and customisations and in no way accessible to your main user base are charged at either 20% of the SaaS fee or	Additional 20% of SaaS Licence fees
<b>Cloned Test Environments for Developing New Applications:</b>  Clones of your environment used mainly or exclusively develop new applications for the platform may exceptionally be charged at 0%.  This will need to be agreed in writing and must form part of your call off agreement.	Exceptionally by agreement at 0% of SaaS Licence fees

In order to be and remain eligible for these special discounted rates you must at all times

- pay for all hosting fees for these environments and
- pay for all hosting fees for your development and test environment(s).
- pay for any professional services required for planning for and creating your development and test environment(s) based on our SFIA Rate Card Rates.
- pay any ongoing support needed for your development and test environment environments such as re-cloning or regenerating them. This will need to be covered by your customised SLA support agreement or alternatively will be charged as incurred at our SFIA Rate Card Rates.

## 6.5. Hosting, Security and Other Add-Ons

You may request add-ons to the hosting, security and other arrangements that are part of either our Standard Service or Custom Service. For example:

- > Restricted VPN access
- > Two factor identification
- > White listing
- > Different frequencies and locations of backups
- > Alternative disaster recovery arrangements
- > Minor additions to our Standard Support arrangements

If we can provide these add-ons, we will charge them: (i) for third party products and services, at cost plus a 20% support and management fee; and (ii) for Finworks services, at a fee calculated in accordance with our SFIA rate card.

## 7. Storage

Finworks reserves the right to charge additional storage fees where storage exceeds 2GB per licensed user. Additional storage is charged in increments of 50GB at £20/50GB/month.

## 8. Proofs of Concepts, Trials & Phased Implementations

Finworks is happy to undertake proof of concepts (POCs) and pilots, and to contract and deliver separate alpha and beta implementation phases in line with UK government best practice advice. Finworks may reduce or waive the minimum termination period and/or minimum user number requirements during any POC, pilot or phased delivery.

## 9. Onboarding, Integrations & Implementation

Onboarding, integrations, business analysis, training and other implementation services can be provided under G-Cloud or the Digital Outcomes and Specialists (DOS) framework.

These services are priced in accordance with Finworks' SFIA rate card on either a time and materials or a fixed fee basis depending on the nature of the project.

## 10. Educational Discount

A 5% educational discount is available.

## 11. Expenses

Expenses for travel outside the M25 and associated accommodation and subsistence, if required, will be charged at cost, invoiced monthly in arrears.

## 12. VAT

All prices in this proposal exclude VAT.

## 13. Further Information & Contact Details

If you would like further information on our services, or a formal quote against your needs, then please contact us as follows:

### Contact

e: marcelle.vonwendland@finworks.com

t: 020 7397 0620 and ask for Marcelle von Wendland

### Website

[www.finworks.com](http://www.finworks.com)

### Address

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