

# G-Cloud Pricing

## UCNS Managed IT

### Cloud Cisco IP Telephony Management

**Author:**

UCNS Technical Sales

**Version:**

2019.1

**Date:**

8<sup>th</sup> May 2019

**Status:**

Draft / Review / **Approved**

**Classification:**

**Public** / Internal / Confidential

**Review Interval:**

Ad-Hoc / Weekly / Monthly / **Annually** / NA

## Contents:

Contents: .....	1
1.0 Pricing .....	2
1.1 Service Pricing – set up and establish .....	2
1.2 Operate and manage .....	2
2.0 Further information .....	3

## 1.0 Pricing

### 1.1 Service Pricing – set up and establish

The service set up and establish shall be billed in accordance to the agreed SOW leveraging the SFIA daily rate card below;

	Strategy & architecture	Business change	Solution development & implementation	Service management	Procurement & management support	Client interface
1. Follow	£350	£350	£350	£350	£350	£350
2. Assist	£450	£450	£450	£450	£450	£450
3. Apply	£550	£550	£550	£550	£550	£550
4. Enable	£650	£650	£650	£650	£650	£650
5. Ensure/Advise	£750	£750	£750	£750	£750	£750
6. Initiate/Influence	£850	£850	£850	£850	£850	£850
7. Set Strategy/Inspire	£1,200	£1,200	£1,200	£1,200	£1,200	£1,200

### 1.2 Operate and manage

The Cloud Cisco IP Telephony Service Desk service is provided with a standard operating base cost that is applied on a monthly basis (standard base charge), as well as a utility charge model that ensures that you are charged for utilisation as follows;

Cost per user: 100-499				
Service Desk Triage Only	Triage	Level 1	Level 2	Level 3
Standard support level; 9-5 M-F	£10.00	£12.00	£14.40	£17.28
Enhanced support level; 8-6 M-F	£14.00	£16.80	£20.16	£24.19
Premium support level; 24x7x365	£18.20	£21.84	£26.21	£31.45
Executive support; 24x7x365	£21.84	£26.21	£31.45	£37.74

Cost per user: 500-999				
Service Desk Triage Only	Triage	Level 1	Level 2	Level 3
Standard support level; 9-5 M-F	£8.00	£9.60	£11.52	£13.82
Enhanced support level; 8-6 M-F	£11.20	£13.44	£16.13	£19.35
Premium support level; 24x7x365	£14.56	£17.47	£20.97	£25.16
Executive support; 24x7x365	£17.47	£20.97	£25.16	£30.19

**Cost per user: 1000+**

<b>Service Desk Triage Only</b>	<b>Triage</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>
<b>Standard support level; 9-5 M-F</b>	£6.00	£7.20	£8.64	£10.37
<b>Enhanced support level; 8-6 M-F</b>	£8.40	£10.08	£12.10	£14.52
<b>Premium support level; 24x7x365</b>	£10.92	£13.10	£15.72	£18.87
<b>Executive support; 24x7x365</b>	£13.10	£15.72	£18.87	£22.64

Technical classification levels to be agreed as part of the SOW.

## 2.0 Further information

Please contact us for further information or to customise your service further

Email [gcloud@ucns.com](mailto:gcloud@ucns.com)  
 Main Tel 0330 113 5000  
 Website [www.UCNS.com](http://www.UCNS.com)