Pricing

*Fordway IDAMS* is priced as follows, the same pricing is applicable for both Standard (Internet and private client networks) and PSN/N£/HSCN Authentication, and can be configured to authenticate across both environments concurrently:

Volume discounts are offered for the IDAMS service, for the full base service users the volume discount breaks are at 1,500, 5,000, 10,000, 25,000, 50,000 and 100,000 users. External user price breaks are at 25,000, 50,000, 100,000, 200,000 and 500,000 users.

**FORDWAY IDAMS SERVICE COSTS – PER USER**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Monthly Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base service, comprising authoritative data source plus standard connectors and configured workflows</td>
<td>£2.95</td>
</tr>
<tr>
<td>Additional custom or specialist connector, per connector</td>
<td>£1.00</td>
</tr>
<tr>
<td>Internal user self-service password reset capability</td>
<td>£0.50</td>
</tr>
<tr>
<td>Web authentication service for internal user added to IDAMS service</td>
<td>£0.65</td>
</tr>
<tr>
<td>Two factor authentication for internal user added to IDAMS service</td>
<td>£3.50</td>
</tr>
<tr>
<td>Basic extranet/third party user authentication with SAML federation</td>
<td>£0.45</td>
</tr>
</tbody>
</table>

**Product notes**

- Standard connectors comprise: Active Directory, MS Exchange, MS Office 365, SharePoint, IBM Lotus Notes, LDAP, OpenLDAP, ODBC, ASCII flat file.
- Custom connectors, at additional charge, include: Oracle, SAP, PeopleSoft, IBM iSeries, IBM DB2, IBM zOS (Mainframe), Novell eDirectory, Google Apps, Amazon Web Services plus any custom connector development.
- Charging is per user identity within the IDAMS service.
- Third party users are those not employed or contracted to the contracting organisation who need access to hosted systems from the organisation *Fordway IDAMS* is configured for.
- Minimum service requirement is 500 users from a single organisation.
- Service design, initiation and user migration is done as a scoped engagement using *Fordway Cloud Migration Services* from within G-Cloud at defined SFIA rates.

**Service levels**

*Fordway IDAMS* is delivered from two load balanced UK datacentres. Application availability is 99.95% measured annually, 99.9% in any quarter. 24 x 7 telephone and web support are provided as standard. Clients have access to service availability information for each instance and overall service availability for their services through Fordway’s Client Portal plus have access to regular service reports.

**Service monitoring**

Availability monitoring is included as part of the standard *Fordway IDAMS* service and provides information of Instance availability, capacity and basic performance. Events and alerts from IDAMS can be forwarded to a clients’ systems monitoring tools or viewed through Fordway’s customer portal.
About Fordway

Fordway offers over 27 years’ experience advising and delivering strategic IT infrastructure and IT service delivery change to complex enterprises. We’ve been providing this service in all iterations of G-Cloud since the first iteration in 2012 and it has been enhanced with each iteration to support market needs.

Fordway’s consultancy helps inform your strategy and review the options relevant for your organisation. Our advice will be aligned to your business requirements. We then assist with the ongoing operational management and optimisation of the resulting cloud service, based on best practice defined by the ITIL service management framework.
Ordering

Fordway services can be ordered by contacting your Fordway account manager or other members of our team on 01483 528200, emailing sales@fordway.com or using the contact form on www.fordway.com.

Public Sector customers can order Fordway IaaS and other Fordway Cloud services through the G-Cloud Framework, please go to www.digitalmarketplace.service.gov.uk, search on Fordway and browse the catalogue.