

PowerON Pulse Device Management & Security (DMS) Pricing Sheet

The below provides a simple overview of the pricing structure. Engagements will be sized with customers on need and an appropriate unit service would be created and costed.

1.1 Pulse Device Management & Security Pricing

The pricing for Pulse DMS platform is based from 3 primary components these being:

- Per Tenant: This license is required per customer tenant that is required. Standardly customers would only need one tenant, unless they wanted to have isolated environments for different parts/companies within a group
- Per Device: This license is required for each managed device under the Pulse (DMS) platform
- Per Advanced Operator: This license is required for advanced access for the select users you wish to have a greater level of security and permissions in the system. Daily operations access is covered for any number of users in the per device costs.

The below provides details of the above:

Tenant Type	Cost Per Year
Standard Tenant	£6,750.00
Dedicated Instance	£29,400.00
Per Device – Band 1 (50-3000)	£14.88
Per Device – Band 2 (3001-12000)	£11.28
Per Device – Band 3 (12001-35000)	£9.36
Per Device – Band 4 (35001-75000)	£8.40
Per Advanced Operator	£336.00

1.2 Enablement Model

The Enablement Subscription is based on a pre-purchased allocation of units that are then consumed over a 12-month period across the different options as described below.

Unit Qty.	Description	Unit Cost	Total Cost
1	1 Unit – Enablement Service	£70.00	£70.00
30	35 Unit – Enablement Service	£70.00	£2,450.00
75	75 Unit – Enablement Service	£70.00	£5,250.00
150	150 Unit – Enablement Service	£70.00	£10,500.00

*Pricing is Ex VAT

The key elements to this are:

- Support is consumed in units which are measured in 30 minutes of time based on the cumulative time of each request rounded to the next whole unit
- A Support unit is only consumed should an individual requirement exceed 5 minutes to ensure basic questions can be fielded without the need to consume a unit
- Support units can be used to across any of the support services or technologies under this subscription
- Monthly Support statements will be issued to provide regular updates on usage of support
- Support units are required to be used within the 12-month subscription term

- Unused units will be carried over at a ratio of 25% of the remaining based on a subscription renewal.
- To provide Deployment Packages (deployment packages require the necessary consultancy time, for design, post deployment, and knowledge transfer) under this service would utilise as per the below table:

Package	Units
SysCtr ConfigMgr (SME <1000 Devices)	120
SysCtr ConfigMgr (Ent >1000 Devices)	230
Application Packaging (Single Format and OS)	6
Quality Assurance Annual Coverage	4
Application Assurance Annual Coverage (QA and Packaging)	8
Win10 NCSC Configuration	168

- To provide a consultant resource under this contract would utilise as per the below table:

Resource Type	Remote	Onsite (England except London)	Onsite (Scotland, Wales, London)
Principal Consultant	17	19	20
Delivery Consultant	16	18	19
Engineer	15	-	-
Engagement Manager	12	-	-

The below table shows the availability of support.

Enablement Support Details	
Resolution via Email (Web-Form)	Yes
Resolution via Phone	Yes
Helpdesk Phone Coverage Hours	9am-5pm (M-F)
Proactive Health Services	Yes
Contract Period	1 – 5 Years

1.3 Product Coverage

The Enablement Subscription will provide assistance across the below:

Technology	Envisioning	Design	Deployment	Health Check	Support
EM+S (all workloads)	✓	✓	✓	✓	✓
Windows 10, App-V, MDOP	✓	✓	✓	✓	✓
Active Directory On-premise and Azure	✓	✓	✓	✓	✓
Windows Server	✓	✓	✓	✓	✓
System Center Service Manager	✓	✓	✓	✓	✓
System Center Operations Manager	✓	✓	✓	✓	✓
System Center Orchestrator	✓	✓	✓	✓	✓
System Center Virtual Machine Manager / Hyper-V	✓	✓	✓	✓	✓
System Center Data Protection Manager	✓	✓	✓	✓	✓
System Center Configuration Manager	✓	✓	✓	✓	✓

Azure Site Recovery	✓	✓	✓	✓	✓
Azure IaaS	✓	✓	✓	✓	✓
Remote Desktop Services	✓	✓	✓	✓	✓
Operational Insights (OMS)	✓	✓	✓	✓	✓
Azure Automation (OMS)	✓	✓	✓	✓	✓
Azure DSC (OMS)	✓	✓	✓	✓	✓
PowerBI (Advanced Reporting focused)	✓	✓	✓	✓	✓

1.3.1 Ways to Request Assistance

There are two main ways you can access PowerON Platforms Enablement Assistance, please note that only registered customers can raise support requests.

- Via Phone - Main line: +44 800 3029280 and select option 2
- Via Email - support@poweronplatforms.com – When emailing about an existing ticket please ensure that your reference number is present in the Subject Heading and enclosed in Square Brackets. This is to ensure that your request is directed accordingly
- Request Support via our Support Portal at <https://support.poweronplatforms.com>