



Savvy Platform Pricing Document

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1. Pricing Structure

The Savvy Business Management Platform has a number of capabilities which can be configured in many different ways to suit the needs of your business.

The power and flexibility of the Platform means that we can be responsive in terms of the pricing and we are confident that together we can design a solution that meets your needs whilst staying within your budget.

One of our key principles is to focus on the value that we provide to our customers and to ensure that our pricing reflects this.

The costs of using the Platform are governed by 4 things:

1. Functionality of Modules
2. Service Management Requirements
3. Platform Users
4. Deployment and Infrastructure Sizing

1.1 Functionality of Modules and Fair Pricing

Capabilities within the Platform are grouped together as Modules to make it easier for Users to understand what functionality the capabilities provide (e.g. Case Management is a Module, so is Resource Management).

Each Module has three levels of functionality – we call these Core, Plus and Premium. An overview of what's included at each Level against each Modules is set out in the Service Description.

Modules can be combined in different ways at different levels. For example, you could take Premium Case Management and pair it with Core Resource Management.

We can work with you to help you determine the most suitable option depending on the use you intend to make of the Platform. As part of this process we are happy to provide demonstrations of the different Levels to help you choose which Level and which combination of Modules best meets your needs.

The Platform can be configured in many different ways and we will work with you to find the best value solution.

We have to price the solution to ensure that our costs are covered, and we cannot assume that Users will be using multiple Modules. The costs set out in the table below reflect this and are the maximum you could pay (e.g. if you just take one Module).

However, many customers will look to combine Modules and we want to ensure that you only pay once for the underlying capabilities that power the Modules.

There are some overlaps between the Modules (for example, all Modules will have Screens to display information and tools to configure the Screens). So we will work with you to assess the level of overlap between Modules you have selected and seek to reduce the cost.

For example, if you want to use 3 Modules at Premium Level this does not necessarily mean you just add up the 3 Premium costs to get the price. We are normally able to reduce the cost after considering the amount of overlap. In order to do this we first need to understand how you plan to

use the solution – so please get in touch, and typically, the more information we have from you, the more cost effective we can make the solution.

Underlying this approach is our principle to take into account the overall business value you will derive from the use of the Platform. We will work with you to agree a reasonable position regarding which Level best suits your needs – for example if you are only using one small aspect of the Premium Level we may agree that you are most closely aligned with the Plus functionality (whilst still providing you with the extra feature from the Premium Level at no additional cost). This kind of approach could reduce your costs by 33%.

Starting price per User per month:

Module	Core	Plus	Premium
Case Management	£5	£10	£15
Assessments	£5	£10	£15
Supply Chain Management	£2.50	£5	£7.50
Scheduling	£2.50	£5	£7.50
Partnership Working	£2.50	£5	£7.50
Demand Management	£2.50	£5	£7.50
Resource Management	£2.50	£5	£7.50
Performance Management	£2.50	£5	£7.50

Please remember – Where you are combining Modules and functionality overlaps between them we can help you reduce your per User costs. Depending on the combination and configuration of the different modules and consideration of the data model design, some of our Customers have seen significant savings.

1.2 Service Management Requirements – One size often doesn't fit all

Providing a consistent and high quality user experience is a critical focus for us and we want to make sure that our Service Management and Support arrangements guarantee a great User Experience.

In previous years we have offered a standard “tiered” approach to Service Management – but almost inevitably Customers have needs that are slightly outside the tiers. So, we would prefer to work with you to agree support arrangements that best reflect your requirements. This also allows us to tailor support based on the configuration and complexity of the solution that you are putting in place. For example, an application using all 8 Modules which is integrated with 3 external systems and used by 10,000 Users across multiple organisations often has very different support requirements to a simple one Module, 20 User solution used within a single Department.

In considering the arrangements our service management costs are driven by the complexity of the solution, the details of its deployment, the configuration and your required service availability.

Your choice of Modules (Core, Plus, Premium) and how they are configured, will impact on the complexity of the platform as deployed and the service management arrangements need to be commensurate with that. We will work with you to reduce complexity, align Modules and reduce service management costs.

We also need to consider the availability you need to support your operations. As set out in the service description, there are 6 criteria that we would like to work through with you when considering service management design:

- Service Level Availability - standard business hours, extended hours or 24/7
- Response Level - first level or second level
- Means of Communication - Email or Telephone
- Target Response & Fix Times - to be agreed with you
- Frequency of Update - to be agreed with you
- Availability - to be agreed with you (where we are offering managed services)

Some minimum levels of service management are included in the Starter pricing against each Module. Again, we want to ensure that do not charge you more than is necessary and we would first like to work with you to test if this base level support is sufficient. Should you require additional service management arrangements these would be charged according to our SFIA rate card. You will see from the pricing arrangements that this can provide significant flexibility in terms of calculating the costs – and we are more than happy to breakdown effort into partial days to keep the costs lean.

1.3 The Extent to which Users take advantage of the full Platform functionality

We understand that different Users might have different needs for the Platform and use it in different ways. The flexibility set out earlier and our “fair approach to pricing” recognises this. We can work with you to consider whether “reduced functionality or access” for certain types of Users is appropriate. For example, we recognise that, if a User is merely uploading occasional documents or checking a case once a week, this is not the same use as a User using the system for 7 hours a day and would seek to reflect this in the pricing.

This will involve working with you to assess the level of reduction in functionality / access and ensure costs are appropriate. For example, depending on the level of "reduced functionality or access", we could charge some users at lower cost tiers than others. We would also work with you to understand the level of support these Users would need and agree appropriate service arrangements to make sure that the User Experience is not affected.

1.4 Deployment and Sizing of the Platform

The Sizing of the Platform is driven by four factors: (i) the number of Users (and concurrent Users); (ii) the amount of data you want to store; (iii) the complexity of the applications you want to put in place; and (iv) the target recovery time the service and data in case of service interruption.

These four factors dictate the computing power needed to ensure a quality User experience, the space you need to store your data and the amount of resilience and redundancy that needs to be built into the solution.

The hosting costs are also dependent on the security classification of your data as it is more expensive to manage an OFFICIAL SENSITIVE environment than an OFFICIAL environment due to the additional security elements required.

We offer three deployment options:

1. Software as a Service in Saadian's OFFICIAL managed service
2. Software as a Service in Saadian's OFFICIAL SENSITIVE managed service
3. Software as a Service on infrastructure provided by you

For each of these options we propose to work with you to determine the most appropriate infrastructure configuration for your needs.

We cost infrastructure based on passing through Skyscape's IaaS costs as listed on G-Cloud 7 and adding some managed services using our rate card.

In order to help estimate costs, we have provided indicative hosted and managed service costs below based on a recommended infrastructure suitable for up to 200 users:

Saadian Managed Service Environment	Cost
OFFICIAL	£3,000 per month
OFFICIAL SENSITIVE	£5,000 per month

These Managed Service Hosting costs are based on a dedicated single tenanted virtual environment and include:

- A fully managed service for Official or Official Sensitive Hosted deployment within the appropriate Skyscape environment
- PSN or Internet connectivity charges from our environment to yours
- Operating system patching
- Monitoring and alerting

These costs exclude any additional protective monitoring or accreditation costs.

As you can probably understand from the section above, it is difficult to provide accurate estimates until we know a bit more about your business model and requirements.

So, we strongly recommend getting in touch to discuss your requirements. We're happy to help you think things through and to provide more accurate costs.