Viewdeck
Secure Cloud Services and Solutions

GCloud11 Services

SaaS Solutions

Price List

May 19

V1.0

GCloud11 Cloud Software/SaaS Pricing Guide

The following table provides setup costs and fully inclusive monthly service costs for the Viewdeck range of SaaS solutions. It includes Software Licenses were appropriate, Hosting costs and Support. Support options are available for clients, based on either 1st, 2nd or 3rd Line support, provided during Normal Working Hours, Extended Hours, or 24x7.

Id	Code	SaaS	Summary	Notes	Per	Min	Initial Service Setup		Monthly Service		
							Support	Set-up	1st+ Line	2nd+ Line	3rd Line
				Business Applications							
1	VCRM-01	**Customer Relationship Management Service**	Cloud based Customer Relationship Management Service	SaaS CRM Service. Per Registered User. Up to 5Gb Storage Per User. Minimum: 3 Months.	Per User	10	2nd M-F9-5	2238		43	20
2	VSDS-01	**Service Desk and Customer Management as a Service**	ITIL ITSM Service Desk and Incident Management Service	OTRS based web service desk solution. Customer web portal, mail integration, ITIL based. Per Service Operator. Up to 5Gb Storage Per User. Minimum: Annual.	Per User	20	1st M-F9-5	4475	104	81	66
3	VFOI-01	**Viewdeck Freedom of Information Service (VFOI)**	Cloud Freedom of Information Management Service	Web Based/SaaS Freedom of Information Management Service.. Per Registered User. Up to 5Gb Storage Per User. Minimum: Annual.	Per User	20	1st M-F9-5	4475	53	30	15
4	VCMS-01	**Case Management as a Service**	Cloud Case Management Service	SaaS Case Management Service.. Per Registered User. Up to 5Gb Storage Per User. Minimum: Annual.	Per User	10	1st M-F9-5	2238	53	30	15
5	VEMS-01	**SOA Enterprise Message Service Bus (message-oriented middleware)**	SOA/ESB Middleware SaaS - Dedicated Server	SaaS service to provide SOA/ESB solutions across enterprises. With integrated Postgresql DB. Apache ServiceMix Service. Up to 20 concurrent transactions/activities, 50Gb Storage. Minimum: 3 Months.	Dedicated Service	2	3rd M-F9-5	4475			276
	VEMS-02			Apache ServiceMix Service. Up to 40 concurrent transactions/activities, 50 Gb Storage. Minimum: 3 Months.	Large Dedicated Service	2	3rd M-F9-5	4475			515
	VEMS-03			RabbitMQ. Up to 20 concurrent transactions/activities, 50Gb Storage. Minimum: 3 Months.	Dedicated Service	2	3rd M-F9-5	4475			1109
	VEMS-04			RabbitMQ. Up to 40 concurrent transactions/activities, 50 Gb Storage. Minimum: 3 Months.	Large Dedicated Service	2	3rd M-F9-5	4475			1348
6	VDMS-01	**Document Management as a Service**	Cloud Document Management Service	Enterprise Content Mgmt/Cloud File Service. Per Registered User Service, 10Gb per User. Minimum: 3 Months.	Per User	20	1st M-F9-5	2685	56	34	18
	VDMS-02			o Additional Cloud Document, Spreadsheet, Powerpoint Editor. Collaborative Web based Editing. Minimum: Annual.	Per User	40	1st M-F8-8	2685	42	26	15
7	VSKS-01	**Secure Kanban Board as a Service**	Secure, Dedicated web based KanBan Boards	Web and Mobile Wekan service for Agile team management. Per User Service, 2.5Gb per User. Minimum: 3 Months.	Per User	10	1st M-F9-5	1343	52	29	14
8	VSWS-01	**Secure Web Based Map Service**	Cloud Based OpenStreetMap Tile Service – Secure Dedicated Service	Secure Solution to Mapping for Web and Mobile apps.. Includes Mapping update service, and up to 400Gb Tile Space. Up to 20 Concurrent Connections/Sessions.. Minimum: 12 Months.	Dedicated Service	1	2nd M-F9-5	4475		1035	587
	VSWS-02			Includes Mapping update service, and up to 800Gb Tile Space. Up to 40 Concurrent Connections/Sessions. Minimum: 12 Months.	Large Dedicated Service	1	2nd M-F9-5	4475		1443	995
9	SCFS-01	**Secure Cloud Fileshare as a Service**	Web and Client Cloud Fileshare and Collaboration Service - Per User	Nextcloud Server with Cloud, Desktop and Mobile Access. Per User Service, upto 10Gb per User. Order *2 for Distributed HA Service.. Minimum: 12 Months.	Per User	20	1st M-F9-5	4475	56	34	18
10	VERS-01	**Enterprise Reporting Service**	Web Reporting Server as a Service - Dedicated Community Server	Jaspersoft Reporting Server. Up to 6 concurrent reporting tasks. Community License. 50Gb Storage. Minimum: Annual.	Dedicated Service	1	2nd M-F9-5	4475		366	187
	VERS-02			Up to 15 concurrent reporting tasks. Community License. 50Gb Storage. Minimum: Annual.	Large Dedicated Service	1	2nd M-F9-5	4475		380	201
	VERS-03			Up to 6 concurrent reporting tasks. Enterprise	Dedicated	1	2nd M-F9-5	4475		1532	1353

Id	Code	SaaS	Summary	Notes	Per	Min	Initial Service Setup		Monthly Service		
							Support	Set-up	1st+ Line	2nd+ Line	3rd Line
	VERS-04			License. 50Gb Storage. Minimum: Annual. Up to 15 concurrent reporting tasks. Enterprise License. 50Gb Storage. Minimum: Annual.	Service Large Dedicated Service	1	2nd M-F9-5	4475		1547	1368
11	VIMS-01	Interview Management as a Service	Web and Mobile Case Management, Interview Setting, Calendaring Service. Optional Video Conferencing Service	Secure dedicated service for public, community or confidential cases.. Secure dedicated Case Management, Reporting, Project Portal and Reporting, Up to 5Gb per Registered User. See Web based Video Conferencing and Collaboration as a Service for additional pricing information.. Minimum: 3 Months.	Per User	20	1st M-F9-5	4475	56	34	18
12	VCUS-01	Customer management as a service	Integrated Web and Mobile Customer management, Case management, Reporting Solution	Secure dedicated service for citizen, community or internally facing applications.. Secure dedicated CRM, Reporting, Project Portal, Cloud File Management. Up to 5Gb per Registered User. Minimum: 3 Months.	Per User	20	1st M-F9-5	4475	56	34	18
13	VPMS-01	Process Modelling/ RPA as a Service	Web based Workflow and Process modelling solution.	Secure Dedicated Service, with client desktop or web based tools.. Secure dedicated Workflow/Orchestration. Reporting, Project Portal. Per Concurrent Process/User.. Minimum: 3 Months.	Per Connection	20	2nd M-F9-5	4475		45	22
14	VPOC-01	Prototyping / POC Service	Rapid Prototyping environment for Case / Customer based solutions, with CRM, Case Management, Reporting, collaboration etc.	Secure Public or Private facing dedicated service for rapid mobilisation of business services.. Secure dedicated Customer Platform, Workflow, Reporting, Project Portal, Cloud File Management. Up to 50Gb, Approximately 20 Concurrent Connections. Minimum: 3 Months.	POC Service	1	1st M-F9-5	8950	1096	649	336
15	VCPL-01	Customer Platform	Cloud Case Management, CRM, Reporting, Dashboard, Cloud File sharing Service.	Secure dedicated customer management platform. Secure dedicated Customer Platform, Reporting, Project Portal, Cloud File Management. Up to 5Gb per Registered User. Minimum: 3 Months.	Per User	20	1st M-F9-5	4475	56	34	18
16	VFRS-01	Facial Recognition as a Service	Web and Mobile service to collect, store and compare facial images	Secure dedicated service. Secure dedicated Platform, Reporting, Project Portal, Cloud File Management. 100Gb Storage Included. Supports up to 20 Concurrent Sessions.. Minimum: Annual.	Dedicated Service	1	1st M-F9-5	2685	3700	3029	2582
	VFRS-02			Secure VPN & Networking Service Secure applications. Minimum: Annual.	Dedicated Service	1	1st M-F9-5	2685	555	331	152
	VFRS-03			End User Application (Browser, Android). Minimum: Annual.	Per User	10	1st M-F9-5	1988	256	234	216
				Productivity Services							
17	VPSB-01	Viewdeck Productivity Suite for Business	Secure dedicated Chat, KanBan, Project Portal, Cloud File Management, Collaboration / Web Editing, Web Project Management.	Secure dedicate business or project team collaboration in the cloud.. Up to 10Gb per User. Minimum: 3 Months.	Per User	20	1st M-F9-5	8950	995	548	234
18	VPSD-01	Viewdeck Productivity Suite for Development	Secure dedicated Chat, KanBan, Project Portal, Cloud File Management, Collaboration / Web-Editing, Web Project Management, Gitlab Server.	Secure dedicate development team collaboration in the cloud.. Up to 10Gb per User. Minimum: 3 Months.	Per User	20	1st M-F9-5	8950	995	548	234
				Video Collaboration							
19	VVMS-01	Video Management and Portal as a Service	Cloud Video & Media Management Service	Secure Video Content storage, viewing and management.. Secure dedicated Storage and management Service, with 50Gb per Registered User.. Minimum: Annual.	Per User	20	1st M-F9-5	8950	76	54	38
	VVMS-02			Secure dedicated Streaming and live feed service, with up to 50Gb per Stream. Minimum: Annual.	Per Stream	10	1st M-F9-5	8950	125	81	49
20	VWCS-01	Web-based Video	Secure Web/Video	Simple Browser and Mobile Video, Audio, Chat	Dedicated	1	1st M-F9-5	4475	1096	649	336

Id	Code	SaaS	Summary	Notes	Per	Min	Initial Service Setup Support	Set-up	Monthly Service 1st+ Line	2nd+ Line	3rd Line
		Conferencing and Collaboration as a Service	Conferencing Service	and Desktop Sharing Web conferencing solution for Public, Community and Secure networks.. Secure dedicated Service, With Up to 20 Concurrent Streams.. Minimum: 3 Months.	Service						
	VWCS-02			Secure VPN & Networking Service for Video and Web Conferencing. Minimum: 3 Months.	Dedicated Service	1	2nd M-F9-5	2685		376	197
	VWCS-03			End User Software Installation and Support (Windows, Mac, Android, IOS, Linux). Minimum: 3 Months.	Per User	10	1st M-F9-5	1988	49	27	9
	VWCS-04			Managed/Hardened Kiosk/Embedded Device build for dedicated secure terminal (Laptop/Desktop Deployment) - Excludes H/W. Minimum: 3 Months.	Per Device	1	1st M-F9-5	795	98	54	18
	VWCS-05			Recording and Storage of Content, Per Channel/ Stream. Includes 100Gb per Channel/Stream. Minimum: 3 Months.	Per Channel	1	1st M-F9-5	2685	572	348	192
21	VWWS-01	**Web Collaboration and Wiki Service**	Secure Collaboration Service (Wiki)	Web and Mobile Wiki Service for secure collaboration across projects, locations, departments. Dedicated Project Service, With 5Gb Storage per User. Minimum: 3 Months.	Per User	25	1st M-F9-5	2685	23	14	7
22	VCSS-01	**Viewdeck Cloud Surveillance Service**	Secure Video and Media Content Service - Live Streams Data Management	Media Capture and storage using based on NextCloud and Red5. Secure dedicated Storage and management Service, with 50Gb per Registered User.. Minimum: Annual.	Per User	20	1st M-F9-5	8950	76	54	38
	VCSS-02			Secure dedicated Streaming and live feed service, with up to 50Gb per Stream. Minimum: Annual.	Per Stream	10	1st M-F9-5	8950	125	81	49
				Identity Assurance							
23	VIVS-01	**Mobile and Fixed Identity Verification for Border & Law Enforcement**	Secure Identity Management Service for Law Enforcement	Mobile and Fixed Identity using Travel Documents and List checking.. Dedicated Service, Per User, with 5Gb per User included.. Minimum: 12 Months.	Per User	20	1st M-F9-5	17900	217	149	105
	VIVS-02			Setup and Support for End Devices, with up to 5Gb of Storage per Device. Minimum: 12 Months.	Per Device	1	1st M-F9-5	398	114	91	76
24	VSVG-01	**Mobile and Fixed Identity Verification - Secure Gateway**	Secure XML Gateway Service to provide audited remote Interrogation of Data services.	SaaS service to support lookup to Law enforcement and overseas database services. Dedicated Service, with Up to 20 concurrent messages/Streams. Resilient Pair. Includes 50Gb of Storage.. Minimum: 12 Months.	Dedicated Service	2	2nd 24x7	17900		3081	1962
				Managed Application Servers							
25	VSAS-01	**Secure Application Server Service**	Secure Application Server as a Service for hosting own applications.	Locked Down Application SaaS Server, supporting Shell, Perl, Python, PHP, Ruby, applications.. Up to 10 concurrent sessions/threads. Host & Application Environment with 20Gb Storage.. Minimum: 3 Months.	Dedicated Service	1	3rd M-F9-5	2685			263
	VSAS-02			Larger host with up to 25 concurrent sessions/threads. Host & Application Environment with 50Gb of Storage. Minimum: 3 Months.	Large Dedicated Service	1	3rd M-F9-5	2685			291
26	VSLA-01	**Secure Linux, Apache, MySQL & Php Application Server Service**	Secure Web/LAMP Server as a Service	Secure Web, PHP, Database SaaS Server, PHP with MariaDB. . Up to 8 concurrent sessions/threads. Host & Application Environment with 20Gb Storage.. Minimum: 3 Months.	Dedicated Service	1	3rd M-F9-5	2685			263
	VSLA-02			Larger host with up to 20 concurrent sessions/threads. Host & Application Environment with 50Gb of Storage. Minimum: 3 Months.	Large Dedicated Service	1	3rd M-F9-5	2685			291
27	VSJA-01	**Secure Java Application Server Service**	Secure Java Application Server as a Service	Dedicated Locked Down Java Tomcat Server. . Up to 8 concurrent sessions/threads. Host & Application Environment with 20Gb Storage	Dedicated Service	1	3rd M-F9-5	4475			486

Id	Code	SaaS	Summary	Notes	Per	Min	Support	Set-up	1st+ Line	2nd+ Line	3rd Line
							Initial Service Setup		**Monthly Service**		
	VSJA-02			Options around Tomcat 6, 7 or 8, JBOSS, Oracle Java or OpenJDK. Minimum: 3 Months. Up to 15 concurrent sessions/threads. Host & Application Environment with 50Gb Storage Options around Tomcat 6, 7 or 8, JBOSS, Oracle Java or OpenJDK. Minimum: 3 Months.	Large Dedicated Service	1	3rd M-F9-5	4475			515
28	VWPS-01	**Web Proxy Server as a Service**	Secure Web Reverse Proxy Server as a Service	Secure Apache2 or Nginx reverse Proxy SaaS Service.. up to 40 concurrent sessions/threads. Host & Application Environment Only.. Minimum: 3 Months.	Dedicated Service	1	3rd M-F9-5	2685			254
29	VSIP-01	**Secure Ionic Web Platform**	Secure Ionic Node Web Server as a Service	Secure Ionic Application SaaS Server, with optional npm and full stack services.. Up to 8 concurrent sessions/threads. Host & Application Environment with 20Gb Storage.. Minimum: 3 Months.	Dedicated Service	1	3rd M-F9-5	4475			263
	VSIP-02			Larger host with up to 20 concurrent sessions/threads. Host & Application Environment with 50Gb of Storage. Minimum: 3 Months.	Large Dedicated Service	1	3rd M-F9-5	4475			291
30	VNMP-01	**Secure Nodejs Microservices Platform**	Secure Nodejs Micro-services Server Platform	Nodejs Micro-services Server, with optional npm, git and full stack services.. Up to 8 concurrent sessions/threads. Host & Application Environment with 20Gb Storage.. Minimum: 3 Months.	Dedicated Service	1	3rd M-F9-5	4475			263
	VNMP-02			Larger host with up to 20 concurrent sessions/threads. Host & Application Environment with 50Gb of Storage. Minimum: 3 Months.	Large Dedicated Service	1	3rd M-F9-5	4475			291
				DevOps and Secure Delivery							
31	VDOC-01	**DevOps Infrastructure Automation and Continuous Delivery Server**	DevOps Infrastructure Automation and Configuration.	Managed Infrastructure Automation by ChefInfra. Dedicated Chef Infra Server. Includes 50Gb Storage. Up to 100 Nodes. Minimum: Annual.	Dedicated Service	1	3rd M-F9-5	2685			500
	VDOC-02			Large Dedicated Chef Infra Server. Includes 100Gb Storage. Up to 500 Nodes. Minimum: Annual.	Large Dedicated Service	1	3rd M-F9-5	2685			527
	VDOC-03			Cost Per Client Host. Minimum: Annual.	Per Client Host	100	3rd M-F9-5	0			16
32	VDCC-01	**DevOps Continuous Compliance Server**	Continuous Compliance SaaS Service	Chef Compliance DevOps Automation Continuous Compliance SaaS Service. Dedicated Chef Compliance Server. Includes 100Gb. Up to 100 Nodes . Minimum: Annual.	Dedicated Service	1	2nd M-F9-5	2685		836	388
	VDCC-02			Large Dedicated Chef Compliance Server. Includes 250Gb Storage. Up to 500 Nodes. Minimum: Annual.	Large Dedicated Service	1	2nd M-F9-5	2685		918	470
	VDCC-03			Cost Per Client Host. Minimum: Annual.	Per Client Host	100	2nd M-F9-5	0		27	18
33	VSGS-01	**Secure Gitlab Server as a Service**	Private Gitlab CD/CI Service	Gitlab Community Server for CD/CI Delivery. Dedicated 50Gb Storage. Approx 10 Concurrent threads/users. Minimum: 3 Months.	Dedicated Service	1	2nd M-F9-5	2685		128	84
34	VACD-01	**Automation, Continuous Delivery and Integration Services**	CD/CI Per Host	Gitlab CD/CI Configuration Support. Setup and Configuration per CD/CI Host. Minimum: 3 Months.	Per Client Host	1	3rd 24x7	134			27
35	VVCS-01	**Version Control Server as a Service**	Simple Private Git Service for managed/controlled deployments	Secured dedicated Version control. Simple Private Version Control Service with 50Gb Storage for Secure Distributed Teams.. Minimum: 3 Months.	Dedicated Service	1	2nd M-F9-5	895		366	187
36	VVSC-01	**Virtualised Vulnerability Scanner**	Cloud based Vulnerability and Penetration Testing (Vulnerability scanner)	OpenVAS based test and reporting service. For running your own Pen Tests.. Open community based virtual appliance with Dedicated Scanner. Virtual Appliance. With Up to 50Gb of Storage, 500Ips. Minimum: 3 Months.	Dedicated Service	1	2nd M-F9-5	2685		380	201

Id	Code	SaaS	Summary	Notes	Per	Min	Initial Service Setup Support	Set-up	Monthly Service 1st+ Line	2nd+ Line	3rd Line
	VVSC-02			Commercial Solution with Full threat feed. Up to 500 IPs. Minimum: Annual.	Dedicated Service	1	2nd M-F9-5	4475		1176	997
37	VSDC-01	**Secure CI/CD Docker® Container Service**	Secure private Docker Platform for CD/CI.	Deployed Docker Container in Secured Host for CD/CI deployments.. 50Gb Storage/Limit, 8Gb host, Approx 10 Concurrent threads/users. Minimum: 3 Months.	Dedicated Service	1	3rd M-F9-5	2685			515
	VSDC-02			100Gb Storage/Limit, 16Gb host, Approx 20 Concurrent threads/users. Minimum: 3 Months.	Large Dedicated Service	1	3rd M-F9-5	2685			626
	VSDC-03			Enterprise License Per Host. Minimum: 12 Months.	Dedicated Host License	1	3rd M-F9-5	0			63
38	VRMD-01	**Resilient MySQL® Database Server as a Service**	Relational Database as a Service	Database Server, ideal for project, small community sized workloads. Single Instance, up to 50Gb, up to 20 Connections. Multiple instances needed for Clustering & HA Architectures. Minimum: 12 Months.	Dedicated Service	1	2nd M-F9-5	2685		1146	699
	VRMD-02			Up to 150Gb, up to 50 Connections. Multiple instances needed for Clustering & HA Architectures. Minimum: 12 Months.	Large Dedicated Service	1	2nd M-F9-5	4475		1206	759
	VRMD-03			Single Instance, up to 50Gb, up to 20 Connections. Multiple instances needed for Clustering & HA Architectures. Minimum: 12 Months.	Dedicated Service	2	3rd 24x7	17900			1281
	VRMD-04			Up to 150Gb, up to 50 Connections. Multiple instances needed for Clustering & HA Architectures. Minimum: 12 Months.	Large Dedicated Service	2	3rd 24x7	17900			1340
	VRMD-05			Single Instance, up to 50Gb, up to 20 Connections. Multiple instances needed for Clustering & HA Architectures. Minimum: 12 Months.	Dedicated Service	2	3rd 24x7	17900			1295
	VRMD-06			Up to 150Gb, up to 50 Connections. Multiple instances needed for Clustering & HA Architectures. Minimum: 12 Months.	Large Dedicated Service	2	3rd 24x7	17900			1430
39	VRMA-01	**Resilient MariaDB® Database Server as a Service**	Relational Database as a Service - Dedicated MariaDB Server	SQL based Database Server, ideal for project, small community sized workloads. Single Instance, up to 50Gb, up to 20 Connections.. Minimum: 3 Months.	Dedicated Service	1	3rd M-F9-5	2685			500
	VRMA-02			Up to 150Gb, up to 50 Connections.. Minimum: 3 Months.	Large Dedicated Service	1	3rd M-F9-5	2685			560
	VRMA-03			HA / Cluster Instance, up to 50Gb, up to 20 Connections. . Minimum: 3 Months.	Dedicated Service	2	3rd 24x7	8950			962
	VRMA-04			HA/ Cluster, Up to 150Gb, up to 50 Connections. . Minimum: 3 Months.	Large Dedicated Service	2	3rd 24x7	8950			1096
40	VRPD-01	**Resilient PostgreSQL® Database Server as a Service**	Relational Database as a Service - Dedicated PostgreSQL Server	Database Server, ideal for project, small community sized workloads. Up to 50Gb, up to 20 Connections. (2+ instances needed for Clustering & HA Architectures). Minimum: 3 Months.	Dedicated Service	1	3rd M-F9-5	2685			495
	VRPD-02			Up to 150Gb, up to 50 Connections. (2+ instances needed for Clustering & HA Architectures). Minimum: 3 Months.	Large Dedicated Service	1	3rd M-F9-5	2685			560
41	VRAC-01	**Resilient Apache Cassandra (NoSQL)® Database Server as a Service**	Distributed Resilient Cassandra Database as a Service Cassandra Server	Resilient distributed database.. Up to 50Gb Single Instance, up to 20 Connections. 3 Instances Needed for a Cluster. Minimum: 3 Months.	Dedicated Service	3	3rd M-F9-5	13425			500
	VRAC-02			Up to 150Gb,up to 50 Connections, 3 Instances Needed for a Cluster. Minimum: 3 Months.	Large Dedicated Service	3	3rd M-F9-5	13425			560
42	VSGS-01	**Secure Gitlab Server as a Service**	Private Gitlab CD/CI Service	Gitlab Community Server for CD/CI Delivery. Dedicated Service with 5Gb per User. Minimum:	Per User	10	2nd M-F9-5	4475		81	37

Id	Code	SaaS	Summary	Notes	Per	Min	Initial Service Setup Support	Set-up	Monthly Service 1st+ Line	2nd+ Line	3rd Line
				12 Months.							
Networking and Security											
43	VGFR-01	**Gateway and Firewall Router as a Service**	Virtualised Firewall, Gateway Router Service	pfSense or IPTables based firewall router gateway service for security enforcing, zone separation and routing. IPTables Shorewall Dedicated Firewall/Virtual Appliance.. Minimum: 3 Months.	Dedicated Service	1	3rd 24x7	895			567
	VGFR-02			With additional IPSec/ OpenVpn. Minimum: 3 Months.	Dedicated Service	1	3rd 24x7	2685			567
	VGFR-03			With additional DNS Service. Minimum: 3 Months.	Dedicated Service	1	3rd 24x7	4475			567
	VGFR-04			Pfsense Appliance. Minimum: 3 Months.	Dedicated Service	1	3rd 24x7	2685			567
	VGFR-05			Psense IPSec/ OpenVpn Appliance. Minimum: 3 Months.	Dedicated Service	1	3rd 24x7	2685			567
	VGFR-06			Psense DNS Service. Minimum: 3 Months.	Dedicated Service	1	3rd 24x7	4475			567
44	VCVN-01	**Cloud VPN as a Service**	AES256 Software Based VPN Server and Router Service	Openvpn router gateway service for secure connectivity and routing over WAN, LAN, Mobile etc.. Dedicated Cloud secure virtual appliance or server for Remote Clients, Desktops, Mobile Devices. Up to 50 devices. Minimum: 3 Months.	Dedicated Service	1	3rd 24x7	2685			567
	VCVN-02			Managed End Client Setup (Windows, Mac, Linux, Android, Ios) including software. Minimum: 3 Months.	Per Client	20	2nd M-F9-5	895		16	7
45	VMDS-01	**Management Domain as a Service**	Complete Management Domain As a Service for Secure, Project and Operational Environments	Software Build Server, Admin Workstation, Monitoring, Event/Log Management, Patch Server, Backup Server. . 500Gb Max total Storage. Minimum: Annual.	Mgmt Domain	1	3rd 24x7	8950			2194
46	VCPS-01	**Content Proxy as a Service**	Proxy, Content Checking and AV for incoming web Traffic	Antivirus, Blacklist and Content Checking for Incoming Web based traffic. With AV Subscription, 20Gb Log Storage, Subscriptions to blacklist services. Managed content filtering. Up to 20 Concurrent Hosts.. Minimum: Annual.	Dedicated Service	1	2nd M-F9-5	4475		825	377
	VCPS-02			With AV Subscription, 20Gb Log Storage, Subscriptions to blacklist services. Managed content filtering. Up to 50 Concurrent Hosts.. Minimum: Annual.	Dedicated Service	1	2nd M-F9-5	4475		848	401
47	VMBC-01	**Migration Backup to the Cloud**	Managed Synchronisation of Data to the Cloud Storage	Utilise Cloud Services to reduce costs, increase availability.. Dedicated Service Includes 500Gb Storage. Additional Storage Available. Includes Client software and configuration/. Minimum: Annual.	Dedicated Service	1	3rd M-F9-5	4475			652
	VMBC-02			Dedicated Service Includes 1000Gb Storage. Additional Storage Available. Includes Client software and configuration/. Minimum: Annual.	Dedicated Service	1	3rd M-F9-5	4475			842
48	VIDM-01	**Secure Identity and Access Management Service**	Secure dedicated IDAM & RBAC solution for Web and Desktop services.	Support for OpenID, OAUTH2, SAML, LDAP, AD, Kerberos based services.. Per Dedicated Service. Up to 100 Concurrent User Sessions. Add second service for HA/Resilience. Minimum: Annual.	Dedicated Service	1	2nd M-F9-5	4475		814	367
Data & Information Services											
49	VETL-01	**Extract, Transform and Load Server as a Service**	ETL and Transformation Server as a Service	Talend ETL Server to support one-off and continuous migrations.. Secure dedicated service, Talend OpenStudio with Up to 6 concurrent Sessions , 50Gb Storage. Minimum: Annual.	Dedicated Service	1	3rd M-F9-5	4475			1750
	VETL-02			Secure dedicated service, Talend Studio with Up to 12 concurrent Sessions , 100Gb Storage. Minimum: Annual.	Large Dedicated Service	1	3rd M-F9-5	4475			1787
50	VVDS-01	**Viewdeck Visualisation of Data Service**	Secure Data Analysis and Big Data Analyser Service	Kibana and Grafana based Data Analysis and Big Data Analyser tool, supporting up to 10	Dedicated Service	1	2nd M-F8-8	8950		1924	1029

Id	Code	SaaS	Summary	Notes	Per	Min	Initial Service Setup Support	Set-up	Monthly Service 1st+ Line	Monthly Service 2nd+ Line	Monthly Service 3rd Line
				concurrent users, and up to 100Gb. Dedicated Data Analysis Service. Includes Dash-boarding and Presentation against RDBMS, NoSQL and large Data. Includes 100Gb Storage. Minimum: Annual.							
	VVDS-02			Per Registered Analyst/Engineer. Minimum: Annual.	Per User	10	2nd M-F9-5	8950		200	182
51	VSVD-01	**Viewdeck Single View of Data as a Service**	Elastic Stack Single Data View Service, Including Kibana	Single Big Data and Time series Data View tool. Dedicated Kibana Service.. Minimum: Annual.	Dedicated Service	1	2nd M-F9-5	4475		850	403
	VSVD-02			Per Registered Analyst/Engineer. Minimum: Annual.	Per User	2	2nd M-F9-5	895		182	164
52	VSDI-01	**Viewdeck Search, Discovery and Ingester Service**	Secure Logstash and Elastic	Single or Three node solutions for Development, Test or Production.. Dedicated Service with 500Gb Storage. Logstash and Elastic Service.. Minimum: 12 Months.	Dedicated Service	1	2nd M-F9-5	4475		1879	1431
	VSDI-02			Larger Dedicated Service with 1000Gb Storage. Minimum: 12 Months.	Large Dedicated Service	1	2nd M-F9-5	4475		1686	1507
				Supporting Infrastructure Services							
53	VSMS-01	**Secure Mail Server**	Secure Mail Service - Dedicated Server	Postfix, Dovecot, TLS, SSL, Alerting, AV, Spamassassin, Pyzor, Razor, Blacklisting, Mail Rules, Mail Processing, Automated Mail Handling, Mail Forwarding, Aliases, Multiple Domain, Multiple Internal and External Clients, Webmail, Client Certificates mail service.. Secure dedicated Includes 100Gb Storage, supports up to 25 Concurrent Users. Minimum: 12 Months.	Dedicated Service	1	2nd M-F9-5	2685		388	209
	VSMS-02			Secure dedicated Includes 2500Gb Storage, supports up to 100 Concurrent Users. Minimum: 12 Months.	Large Dedicated Service	1	2nd M-F9-5	4475		918	470
54	VSMA-01	**Secure Mail Archiver**	Secure Mail Archive Service	Cloud based MailArchiva/Mail archive solution. Indexing and Retrieval for both security and clients.. Dedciated Server with 50Gb Storage.. Minimum: Annual.	Server	1	2nd M-F9-5	4475		828	380
	VSMA-02			Per User Service, with 5Gb Per User. Minimum: Annual.	Per MailBox	10	2nd M-F9-5	1074		11	9
55	VPRM-01	**Patch Repo Mirror Server**	Secure Patch Server as a Service	Patch Service/Mirror for Redhat, Centos, Debian, Ubuntu based Linux, PPA, Repo, and/or Files. Up to 1Tb Storage. Dedicated Service for Cloud, Private Environment. Includes 1TB Repo Storage. Minimum: 3 Months.	Dedicated Service	1	3rd M-F9-5	2685			604
56	VSMO-01	**System Monitoring Server**	System and Service Monitoring Service	Dedicated Zabbix Server for Monitoring wide range of availability, system performance and platform statistics.. System, Host Service Monitoring for Cloud and Hybrid Environments.. Include 20Gb Storage. Supports up to 250 Hosts. Minimum: 3 Months.	Dedicated Service	1	2nd M-F9-5	2685		367	188
	VSMO-02			Per Host Configuration. Additional 2.5Gb Storage per Host. Minimum: 3 Months.	Per Client Host	25	2nd M-F9-5	269		11	7
57	VSLG-01	**System Log Server**	System Event Log Service	rSysLog Log Server (Store of Logs, Log management, log Rotation).. Log Server. Includes 20Gb of Storage. Suitable for Storing up to 250 Hosts.. Minimum: 3 Months.	Dedicated Service	1	2nd M-F9-5	2685		367	188
	VSLG-02			Per Host Configuration with additional 2.5Gb Storage Per Host. Minimum: 3 Months.	Per Client Host	25	2nd M-F9-5	269		10	6
58	VBPS-01	**Backup Server**	System Backup Service	Amanda Backup Server. Backup Server. Includes 20Gb of Storage. Suitable for Storing up to 100 Hosts.. Minimum: 3 Months.	Dedicated Service	1	2nd M-F9-5	2685		352	173
	VBPS-02			Per Host Configuration with additional 2.5Gb Storage Per Host. Minimum: 3 Months.	Per Client Host	25	2nd M-F9-5	269		9	5

| Id | Code | SaaS | Summary | Notes | Per | Min | Initial Service Setup | | Monthly Service | | |
							Support	Set-up	1st+ Line	2nd+ Line	3rd Line
59	VEMA-01	**Event Monitoring and Alerting**	Security Event Monitoring and Alerting Service	Advanced Storing and Monitoring of Security Events, Analytics and Alerting using Graylog2.. Cloud SIEM Server, Supporting 5Gb Per Day, and 100Gb Included. Up to 10million Transactions.. Minimum: Annual.	Dedicated Service	1	2nd M-F9-5	4475		950	503
	VEMA-02			Per Client Host Configuration with an Additional 5Gb each.. Minimum: Annual.	Per Client Host	25	2nd M-F9-5	1119		11	7
60	VIFB-01	**Infrastructure Base**	Boundary and Zone Firewall As a Service for Secure, Project and Operational Environments	Service providing software based Boundary FW, Domain Firewall. App Domain, Mgmt Domain, DMZ Domain with Interzone gateway. Two Virtual appliances with routing, DNS, Firewall and supporting services.. Minimum: 3 Months.	FW Infrastructure	1	3rd 24x7	2685			984
61	VLDP-01	**LDAP Server**	Ldap Server as a Service	OpenLdap Server. Cloud Secure Ldap Server with 100Gb Storage. 2 Required for HA/Resilient Solution. Minimum: 3 Months.	Dedicated Service	1	3rd 24x7	2685			970
	VLDP-02			Larger Cloud Secure Ldap Server with 100Gb Storage. Higher Transaction Loads. 2 Required for HA/Resilient Solution. Minimum: 3 Months.	Large Dedicated Service	1	3rd 24x7	2685			985
62	VFLS-01	**File Server**	Cloud Based File Service	Cloud File Server as a Service supporting Samba/CIFS, NFS, (s)FTP.. Virtualised File Server to support Desktop, other virtual hosts. Includes 50Gb, and 10 Concurrent connections.. Minimum: 3 Months.	Dedicated Service	1	3rd M-F9-5	4475			500
63	VDFS-01	**Distributed File Server**	Distributed Synchronous Cloud Based File Service - Dedicated Service	Synchronous HA Cloud File Server as a Service supporting Samba/CIFS, NFS, (s)FTP, using GlusterFS.. Virtualised File Server using GlusterFS to provide cloud based distributed file server. Includes 100Gb of managed Storage.. Minimum: 3 Months.	Dedicated Service	2	3rd M-F9-5	17900			537
				Supporting Development Services							
64	VDBW-01	**DevOps Cloud Build Workstation**	Secure Virtualised Desktop for DevOps and Automation delivery in secured environments.	Remote secured virtualised Desktop.. Virtualised Graphical Desktop for remote secure DevOps deployment in Secure or managed environments.. Minimum: 3 Months.	Workstation	1	2nd M-F9-5	895		343	164
65	VRAD-01	**Remote Support Administration Desktop Service**	Virtual Cloud based Remote Administration Desktop/Workstation as a Service	SSH Based or Web Based Support, locked Down, management desktop. Suitable for project and service administration.. Virtualised Graphical Desktop for remote Administration.. Minimum: 3 Months.	Workstation	1	2nd M-F9-5	895		343	164
66	VRDS-01	**Resilient Database Server as a Service**	Resilient Database Service.	Secure High Availability Cluster solutions for SQL, NoSql.. Open Source Database as a Service. Choice of MariabDB, Postgres, Cassancdra, CouchDB. Includes 50Gb Storage. Up to 20 Concurrent Sessions.. Minimum: 3 Months.	Dedicated Service	2	2nd M-F9-5	5370		366	187
	VRDS-02			Open Source Database as a Service. Choice of MariabDB, Postgres, Cassandra, CouchDB. Includes 50Gb Storage. For larger work loads. Up to 40 Concurrent Sessions.. Minimum: 3 Months.	Large Dedicated Service	2	2nd M-F9-5	5370		380	201
				Supporting Application Services							
67	VTUN-01	**STUN/TURN Server for Webrtc/Media**	Web TURN/STUN Server for Proxying WebRTC across NAT/Firewalls	SaaS virtualised STUN/TURN server based on rfc5766-turn-server.. Media Turn/Stun Server for proxy routeing across NATs. Up to 20 Concurrent Sessions.. Minimum: 3 Months.	Dedicated Service	1	3rd 24x7	4475			567
				Supporting IaaS Services							
68	UKCU-01	**UKCloud IaaS Service Components**	UKCloud Assured and Elevated Upgrade Options	Additional Service Components. UKCloud PSN Protect Per Connection. Minimum: Annual.	per Connection	1	3rd M-F9-5	90			250
	UKCU-02			UKCloud N3 Connection. Minimum: Annual.	Per Connection	1	3rd M-F9-5	90			250
	UKCU-03			UKCloud Inter DC Connectivity Per Gb. Minimum: Annual.	Per Gb	1	3rd M-F9-5	90			0

Id	Code	SaaS	Summary	Notes	Per	Min	Initial Service Setup Support	Set-up	Monthly Service 1st+ Line	2nd+ Line	3rd Line
	UKCU-04			UKCloud Cross Domain Starter Pack. Minimum: Annual.	Stater	1	3rd M-F9-5	90			500
	UKCU-05			UKCloud Cross Domain Per Gb. Minimum: Annual.	Per Gb	1	3rd M-F9-5	90			1
	UKCU-06			UKCloud Bastion/Walled Garden Host. Minimum: Annual.	Per Host + VM Cost	1	3rd M-F9-5	90			500
	UKCU-07			UKCloud Secured Remote Access 3 User. Minimum: Annual.	License	1	3rd M-F9-5	90			350
	UKCU-08			UKCloud Secured Remote Access 10 User. Minimum: Annual.	License	1	3rd M-F9-5	90			500
				Supporting Subscriptions							
69	VRHS-01	**Redhat Subscription**	Redhat Software Licensing - Cloud Usage	Redhat Licensing costs for Host/Instance	Small/ Medium	1	3rd 24x7	0			51
	VRHS-02				Large	1	3rd 24x7	0			67

Terms and Conditions 1. In all products, Support is calculated on the basis of a remote (ie not on site) basis , and where necessary, a secure access service to the services is required at additional cost. For UKCloud Tier 1 Elevated services, the Secure Remote Access solution provides such a service. 2. Change Requests, Change Boards, and Change Management are not included, and will be calculated at normal SFIA rates. As a service, patching and updates will be managed and coordinated by Viewdeck, and unless there is a impact to service, no notification will be provided. Regular, pre-approved change windows for minor outages will be agreed to upfront. 3. Rates do not include ITHC activity. Most components have been checked previously, and where possible information will be made available. Where possible, and as required, supporting an ITHC and the outcomes of the ITHC will be managed as a fixed price (the size depending on your accreditation requirements). 4. Regular Service Reviews are not included, but can be added as a fixed cost package, depending on the integration required. Standard 'out of the box' reporting from service management tools will be provided for 2nd and 1st line support packages only. 3rd line support functions are not included (assumed to be part of a 2nd line support function). Where tailored or alternative reporting is required, these will be provided as an additional item. 5. Inline with our Security Policy, Patches will be applied when appropriate, and unless of High Priority (CESG or other body), at the discretion of Viewdeck. We aim to patch all systems within 30 days for Repository or packaged applications. Third party application software will only be upgraded if major failures or issues exist impacting usability, or on annual renewals. Upgrades can be done at the client's request as a chargeable item. 6. 1st Line support assumes clients can self serve via the Support Portal, and will always be directed towards email/online support functions. 7. 2nd Line support assumes interfacing and triage is handled by a separate (client) Service desk, with Viewdeck acting as a Resolver Group. Email and Online Service portal will help manage and coordinate. 8. 3rd Line support assumes all end user management, and investigation is provided by client's ICT support function / organisation, and liaison is restricted to technical, authorised and available resources. 9. Additional Support tasks that are passed down to Viewdeck inappropriately will be charged at the normal SFIA Rates. 10. Viewdeck takes no responsibility for the functionality or the performance of these applications, open source solutions or their components. Where possible, software functionality will be baselined and agreed at commissioning. Downstream operational issues will be fixed, and best endeavours used to maintain service, but responsibility for third party software does not lie with Viewdeck. Liability is limited to the Value of the Termination of the Contract.

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