

Register and Master Data Service configuration and pricing	GBP / month (excl VAT)
Each Virtual Machine, Database instance or node	£500
Per Register/MDM configuration	£1,000
Per Terabyte data storage	£500

Standard support service	Basic	Premium	Enterprise
Price (excluding VAT)	Free	£1,500 / month	£3,000 / month
Integration with 3 rd party APIs.	N/A	1 connections	Up to 5 connections
Documentation wiki	x	x	x
Standard maintenance scripts	x	x	x
Data import scripts and templates		x	x
Account manager			x
In-hours technical support response time SLA ¹	5 day	2 day	4 hours
In-hours Telephone technical support ¹			x
Priority feature requests			x
Includes capped support and consultancy days per month (non-cumulative)	none	3	6

All prices are based on a minimum 1 year contract.

¹ Email and telephone support is capped: Basic – 1 hour per month; Premium – 10 hours/month; Enterprise – 30 hours/month. Contact hours are between 9 a.m. and 5 p.m. Monday to Friday (excluding UK bank holidays). For enterprise customers, priority 1 severity (defined as service downtime) response is within 1 hour.

The following additional support can be provided under Cloud Support Services for resource-based work:

- Custom attribute configuration / api customisation and integration.
- Workflow and branding customisation.
- Quality assurance and systems integration support.
- Data synchronization to/from external RDBMS, Microsoft Active Directory and other 3rd party source systems and cloud services.
- Data profiling, quality and cleaning.
- Metadata publishing and meta data management.
- Service desk resources to manage data and collections.

Further Details

- Volume discounts – No;
- Combination discounts – No;
- Education pricing – No;
- Unit-based pricing – GBP per server;
- Sector pricing – As above;
- Resource-based pricing – For optional extra work, as per SFIA attached.