

# G-CLOUD PRICING SUMMARY

**LOT: CLOUD HOSTING,  
CLOUD SOFTWARE AND  
CLOUD SUPPORT**



**0800 923 0601**



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## CHOOSING YOUR eCLOUD SOLUTION

Cloud computing is divided into two standard forms; Public and Private. The two cloud platforms offer particular benefits, allowing you to choose the option best suited to your specific business requirements to deliver a significant advantage. Example advantages are explained in the table below:

PUBLIC CLOUD	PRIVATE CLOUD
Your own virtual machines (VMs) within our public clouds (shared environment)	Dedicated compute nodes and Private or shared storage options for a bespoke Private cloud environment
A flexible, elastic cloud environment	Guaranteed security and no shared resources. Multi-site solutions for geographic resiliency.
Suitable for organisations with limited IT resources & budgets, or for small-scale workloads	Suitable for organisations requiring an extra level of security and control of performance

### eCLOUD PRIVATE - PRIVATE COMPUTE AND STORAGE

UKFast's most secure, high-performance cloud platform with single-tenant storage infrastructure and Cisco blade UCS architecture.

### eCLOUD PUBLIC – COMMUNITY CLOUD

Combining dedicated virtual machines within shared hardware nodes.

### eCLOUD FLEX - PUBLIC OPENSTACK CLOUD

UKFast's self-service, secure, open source cloud platform based on OpenStack technology.

## OFFICIAL AND OFFICIAL-SENSITIVE

All services are available in segmented architectures for use in both OFFICIAL (IL0-IL2) and OFFICIAL-SENSITIVE (IL3-IL4) capacities. Please refer to the relevant pricing section for any additional costs associated.

## SERVICE OPTIONS

Each element of the eCloud Portfolio is offered with either managed or unmanaged service options.

### MANAGED SERVICES

Support for our managed cloud services covers the full range of infrastructure offered by UKFast and, with our customisable service offerings, can extend all the way to the application layer. We offer patching, antivirus and monitoring as standard and our cloud consultancy team is ready to assist with more complex architectural or performance issues as required.

### UNMANAGED SERVICES

For unmanaged services, the initial launch only will be provided by UKFast. All follow-on services can be purchased at an additional cost.

## ANCILLARY SERVICES

A range of ancillary services can be purchased to complement your choice of eCloud solution, including:

- eCloud Vault – Cloud Storage
- Drag and drop cloud storage solution providing freedom to access your files from anywhere at any time.
- eCloud Secure VPN
- For accessing workloads in a secure environment for site-to-site links and to support secure remote users.
- eCloud – DR as a Service
- Enterprise-grade disaster recovery on your remote site.
- Cloud Consultancy & Migration Services
- Advice and guidance to ensure the most efficient and effective cloud solution for your business.
- DDoSX<sup>®</sup> - DDoS protection
- For protection against large incoming DDoS attacks from a variety of sources and techniques.
- Web Application Firewall - Protect against attacks targeted at the application layer
- Threat Monitoring and Threat Response - Continual monitoring of your IT environment for malicious activity
- FASTdesk
- For the For the configuration of remote desktops for remote workers or organisations wanting to outsource their desktop environments.
- Hosted Microsoft Exchange
- Business-class email service to remove the hassle of having to manage your own email platform
- Inter-Domain Secure Communication Service
- For the secure transfer of data between the eCloud OFFICIAL and OFFICIAL-SENSITIVE cloud environments.
- Dedicated Physical Integration
- Physical dedicated server space for legacy systems within secure, cloud-enabled data centres for connecting seamlessly to your cloud solution for a complete end-to-end service.
- Penetration Testing / Ethical Hacking

- For testing the ability of your systems/environment to withstand a cyber-threat and identifying any vulnerabilities that need to be secured.
- Monitoring as a Service
- A range of monitoring checks to ensure your environment is performing as expected
- SafeDNS®
- DNS management through a simple, secure interface

## BACKUP

Backups are included by default within the pricing for our Hybrid and Private environments. As standard we provide:

- Automated VM backup, with unique 28-day retention of data as standard and extended retention available at an additional charge (please refer to the pricing document for more details)
- Custom configuration
  - Whole VM or partial
  - VM \ file level \ System state
  - Custom application level backups (e.g. Exchange, MSSQL, MySQL)
- Fully automated system
- Backup exclusively to disk
- Rapid restoration of data
- User-defined retention periods
- At rest data encryption
- Ability to customise the backup regime through the online control panel
- Identify specific folders or file types to backup
- Schedule backups around daily activity
- De-duplication at the Customer VM or media end
- Remote site replication
- Failed disks will be destroyed on site, and not sent to the supply chain

## BACKUP SOLUTIONS

Longer retention periods and archived backups (Grandfather, Father, Son)  (Example - daily for 28 days, monthly for 1 year, yearly for contract duration)	From £0.40 per GB.  Dependent on data rate change & retention period.
Off-site backup replication	From £0.25 per GB
Dedicated Private backup storage	From £0.40 per GB
Custom backup frequencies (Example – hourly backups)  (Example – hourly backups)	From £1.50 extra per GB  Dependent on data rate change.

## ADDITIONAL SOFTWARE

### SOFTWARE LICENSING

	STANDARD	ENTERPRISE/DATA CENTRE
Microsoft Windows	£8.89 per 2 core pack	£30.89 per 2 core pack
Remote Desktop	£4.48 per user	-
Microsoft Office	£11.01 per user	-
Microsoft SQL	£129.25 per 2 CPU cores	£491.77 per 2 CPU cores
Microsoft Exchange	£1.87 per user	£2.92 per user
Red Hat Enterprise	£30.34 per CPU	-

## eCLOUD PRIVATE - PRIVATE COMPUTE AND STORAGE

Example VM sizes:

	STANDARD	INTERMEDIATE	ADVANCED
Number of VMs	100 VMs	200 VMs	500 VMs
Cost from (per VM)	£163 / month	£157/ month	£150 / month

Example VM size used for calculation: 2vCPU, 8GB RAM and 100GB

The comprehensive solution is available as follows (minimum term: 12 months):

Monthly VM cost x no. of VMs x 12 months = Total VM cost

PRICE	
Setup fee	15% of total VM cost
Monthly fee	Total VM cost / 12 months
Optional VM backup	From £25 / month / VM
Optional site replication and failover	From £115 / month / VM
Additional charge for OFFICIAL-SENSITIVE	10% of total solution cost

Indicative pricing scenario

Intermediate eCloud Private with 500 VMs.

£150 x 500 VMs x 12 months = £900,000

PRICE	
Setup fee	£135,000
Monthly fee	£75,000
Optional VM backup	£12,500
Optional site replication and failover	£57,500
Additional charge for OFFICIAL-SENSITIVE	£14,500

The example given above assumes the use of UKFast managed solution, where the customer uses UKFast's infrastructure. If the customer uses their own hardware, the monthly fee is not applicable. For backup requirements, please refer to the backups section.

## eCLOUD PUBLIC - COMMUNITY CLOUD

Pricing on the eCloud Public is provided in a granular per resource cost per VM allowing detailed control of your service spend

RESOURCE	COST PER MONTH
Per vCPU	£5.07
Per GB RAM	£8.62
Per GB Disk (300 IOPS standard)	£0.15
Per GB Disk (600 IOPS)	£0.20
Per GB Disk (1200 IOPS)	£0.30
Per GB Disk (2400 IOPS)	£0.55
Per GB Backup	£0.16
Monthly Support	25% of compute spend

Indicative pricing scenario

RESOURCE	COST PER MONTH
2 vCPU	£10.14
8 GB RAM	£68.96
100 GB Disk (300 IOPS)	£15
100GB Backup	£16
Monthly Support	£27.53
Total hourly cost	£0.19
Total monthly cost	£137.63

A 10% surcharge applies for OFFICIAL-SENSITIVE



## eCLOUD FLEX – PUBLIC OPENSTACK CLOUD

INSTANCES	CPU	RAM	DISK	PRICE PER HOUR	PRICE PER MONTH
<b>Small</b>					
UKF2-small-1x0	1	0.5	20GB	£0.0134	£9.78
UKF2-small-1x1	1	1	20GB	£0.0201	£14.67
<b>General purpose</b>					
UKF2-std-2x2	2	2	60GB	£0.0351	£25.62
UKF2-std-4x4	4	4	60GB	£0.0614	£44.82
UKF2-std-8x8	8	8	60GB	£0.1075	£78.48
<b>High Memory</b>					
UKF2-mem-1x8	1	8	60GB	£0.0794	£57.96
UKF2-mem-2x16	2	16	60GB	£0.1389	£101.40
UKF2-mem-4x32	4	32	60GB	£0.2432	£177.54
UKF2-mem-8x64	8	64	60GB	£0.4255	£310.62
<b>High I/O</b>					
UKF2-io-1x2	1	2	60GB	£0.0368	£26.86
UKF2-io-2x4	2	4	60GB	£0.0737	£53.80
UKF2-io-4x8	4	8	60GB	£0.1474	£107.60
UKF2-io-8x16	8	16	60GB	£0.2947	£215.13
<b>High CPU</b>					
UKF2-cpu-2x12	2	12	60GB	£0.0966	£70.52
UKF2-cpu-4x24	4	24	60GB	£0.1691	£123.44
UKF2-cpu-6x36	6	36	60GB	£0.2959	£216.01
UKF2-cpu-8x48	8	48	60GB	£0.5178	£377.99

\*Price per month based on an average of 730 hours in the month

BLOCK STORAGE	PRICE PER GB PER MONTH
Block Storage - SATA	£0.08
Block Storage - SSD	£0.18
Block Storage - PCIE	£0.90

SUPPORT FOR ELOUD FLEX	PRICE PER VM PER MONTH*
Support - 1st instance	£75.00
Support - subsequent instances	£25.00

\*Support price calculated based on peak instances live during month

A 10% surcharge applies for OFFICIAL-SENSITIVE

## eCLOUD VAULT - CLOUD STORAGE

DATA STORED	PRICE PER GB PER MONTH
First 1 TB	£0.0186
Next 49 TB	£0.0183
Next 450 TB	£0.0180
Next 500 TB	£0.0177
Next 4000 TB	£0.0174
Over 5000 TB	£0.0171

## eCLOUD SECURE VPN

UKFast Secure VPN pricing is simple:

NUMBER OF USERS	COST PER MONTH*
1	£1

Pricing is per user up to the limit of your security device. Pricing includes a Cisco AnyConnect license for the end- user device and certificate-based two-factor authentication.

## eCLOUD - DR AS A SERVICE

Pricing when DR not invoked:

Storage (stored on eCloud Hybrid storage)	£0.20 / GB / month
Price per VM	£50 / month

Pricing when DR invoked:

Pricing is dependent on the eCloud platform you wish to bring your VMs online with and will be agreed in advance when the service is set up. Please see Appendix 1 for a list of our compute platforms and see the relevant documents for pricing information.

## eCLOUD - BACKUP AS A SERVICE

Storage (stored on eCloud Hybrid storage)	£0.10 / GB / month
Price per VM	£10 / month

## CLOUD CONSULTANCY & MIGRATION SERVICES

Quotes for UKFast Cloud Consultancy and Migration Services are based on a standard cloud consultant day rate.

Please refer to the SFIA rate card for more detail.

### CONSULTANCY RATE CARD STANDARDS CONSULTANT WORKING DAY

8 hours excluding lunch and travel time.

### CONSULTANT WORKING WEEK

Monday – Friday excluding national holidays.

### TRAVEL AND SUBSISTENCE

Included in day rate within the Manchester area. Payable at UKFast's standard travel and subsistence rates outside

of the Manchester area.

ICF for business customer side licences must be purchased through an appropriate Cisco reseller, UKFast can assist with putting you in contact with a recommended supplier.

## DDOSX® - DDOS PROTECTION

DDoSX™ is priced on a per domain basis as follows:

NUMBER OF DOMAINS PROTECTED	PRICE PER DOMAIN PER MONTH*
1 domain	£56
10 domains	£124
100 domains	£1,080
1000 domains	£9,640
Total hourly cost	£0.22

\*Price includes sub-domains at no additional charge. e.g. blog.yourdomain.org.uk is a sub-domain of yourdomain.

org.uk and so would count as one domain

A one-off DDoSX™ set up fee of £250 applies, regardless of the number of domains to be protected.

## WEB APPLICATION FIREWALL

### Hardware-based WAFs

- from £374.50 per month, plus £75 per domain protected.

### Network-based WAF

- priced on a per domain basis as follows:

NUMBER OF DOMAINS PROTECTED	PRICE PER DOMAIN PER MONTH*
1 domain	£37.50

\*Price includes sub-domains at no additional charge. e.g. blog.yourdomain.org.uk is a sub-domain of yourdomain.org.uk and so would count as one domain.

## THREAT MONITORING AND THREAT RESPONSE

NUMBER OF SERVERS PROTECTED	THREAT MONITORING PRICE PER SERVER PER MONTH	THREAT RESPONSE PRICE PER SERVER PER MONTH (IN ADDITION TO THREAT MONITORING PRICE)
1	£70	£100

- A one-off set up fee of £250 applies for standard rulesets.
- A bespoke configuration set up fee of £1,500 applies for custom rulesets – this includes a “discovery day” with a UKFast security expert

## FASTDESK

FASTDESK	PRICE PER USER PER MONTH
Light	£27
Pro	From £50
GPU	From £120

A one-off set up cost of £10 per user applies

OPTIONAL	PRICE PER USER PER MONTH
Line of business applications	£5
Microsoft Office standard license*	£11.01
Microsoft Office Professional Plus license*	£15.03

A one-off set up cost of £75 applies per organisation for Microsoft Office

FASTDESK APPLICATION SERVER	PRICE PER MONTH
Options from 1vCPU, 4GB RAM, 50GB disk	POA

## OFFICE 365

FASTDESK	PRICE PER USER PER MONTH
Exchange Plan	£3.02
E1	£6.03
E3	£17.58
E5	£30.77

## PENETRATION TESTING / ETHICAL HACKING

### STANDARD PENETRATION TESTING RATE CARD

Quotes for UKFast's Penetration Testing service are based on the standard Security Consultant day rate as specified below, or as a fixed project fee (to be determined during the initial scoping phase).

Security Consultant Rate: £950 per day / £125 per hour

Security Consultant Working Day: 8 hours excluding lunch and travel time

Security Consultant Working Week: Monday – Friday excluding national holidays

Travel and Subsistence: included in day rate within the Manchester area. Payable at UKFast's standard travel and subsistence rates outside of the Manchester area.

For additional information, please see the SFIA rate card.

## DNS MANAGEMENT - SAFEDNS®

SAFEDNS PRO	SAFEDNS DEVELOPER
Unlimited domains	Unlimited domains
Unlimited queries	Unlimited queries
Unlimited records	Unlimited records
24/7 support (phone/email)	24/7 support (phone/email)
8 hrs Time to Live (TTL)	Custom Time to Live (TTL)
DNS templates	DNS templates
	API & documentation
	Branded name servers
	Subdomain delegation
	Enable AXFR
£25 / month	£ 45 / month

## MONITORING AS A SERVICE (MaaS)

Pricing starts from £6 per month for 10 checks at 1 minute intervals.

## CONTENT DELIVERY NETWORK (CDN)

NUMBER OF DOMAINS	PRICE PER DOMAIN PER MONTH*
1 domain	£37.50

\*Price includes sub-domains at no additional charge. e.g. blog.yourdomain.org.uk is a sub-domain of yourdomain.

org.uk and so would count as one domain.

## MOODLE OPTIMISED CLOUD HOSTING

Example VM sizes:

	STANDARD	INTERMEDIATE	ADVANCED
Number of VMs	25 VMs	50 VMs	100 VMs
Cost from (per VM)	£176 / month	£165 / month	£152 / month

Example VM size used for calculation: 2vCPU, 8GB RAM and 100GB disk

The comprehensive solution is available as follows (minimum term: 12 months):

Monthly VM cost x no. of VMs x 12 months = Total VM cost

	PRICE
Setup fee	15% of total VM cost
Monthly fee	Total VM cost / 12 months
Optional VM backup	From £25 / month / VM
Optional site replication and failover	From £115 / month / VM
Additional charge for OFFICIAL-SENSITIVE	10% of total solution cost



Indicative pricing scenario

Intermediate eCloud Hybrid with 100 VMs

£152 x 100 VMs x 12 months = £182,400

	PRICE
Setup fee	£27,630
Monthly fee	£15,200
Optional VM backup	£2,500
Optional site replication and failover	£11,500
Additional charge for OFFICIAL-SENSITIVE	£2,920

Example given above assumes use of UKFast managed solution, where customer uses UKFast's infrastructure. If customer uses own hardware, the following fees and charges are not applicable: Monthly fee.

For ancillary options, please see Appendix 2 and for backup requirements, please refer to the backups section.

## ADDITIONAL SERVICES

### ADDITIONAL IP ADDRESSES

PUBLIC INTERNET IP ADDRESSES	PRICE PER GB PER MONTH
Details	Pricing
Additional IP addresses	£10 per IP address

### INTERNET CONNECTIVITY

INTERNET	PRICE
Details	Pricing
Inbound data	Free
Outbound data	Free
Unrestricted data (no cap)	Free

## SPECIALIST NETWORK CONNECTIVITY

CROSS CENTRE CONNECTIVITY	PRICE PER GB PER MONTH
Details	Pricing
Pricing for connectivity between data centres.	£120/month

EXTERNAL LINE (MPLS, LEASED LINE ETC) CONNECTIVITY	PRICE PER GB PER MONTH
Details	Pricing
Setup of External Line Connectivity.	£1,950 one-off setup fee.

PSN (ASSURED) CONNECTIVITY	PRICE PER GB PER MONTH
Details	Pricing
Bandwidth	£20 per Mb per month

PSN (PROTECT) CONNECTIVITY	PRICE PER GB PER MONTH
Details	Pricing
Bandwidth	£30 per Mb per month

PSN (POLICING) CONNECTIVITY	PRICE PER GB PER MONTH
Details	Pricing
Bandwidth	£50 per Mb per month

HSCN (OFFICAL) TRAFFIC	PRICE PER GB PER MONTH
Details	Pricing
Bandwidth	£10 per Mb per month

RLI/SMI (OFFICAL) TRAFFIC	PRICE PER GB PER MONTH
Details	Pricing
Bandwidth	£920 per Mb per month

## VPN

OFFICIAL-SENSITIVE VPN SOLUTION	
Details	Pricing
Setup of OFFICIAL-SENSITIVE VPN solution	£1,750 one-off setup fee. £450 per month

## SOFTWARE AS A SERVICE

Secure gateway access to cloud SaaS services at OFFICIAL / OFFICIAL-SENSITIVE.

USERS	STANDARD £/MONTH	USER/YEAR
1 to 100	£12.50	£150.00
101 to 500	£9.00	£108.00
501 up	£6.25	£75.00

Pricing for the provision of specific software applications can be provided on request as these are based on the 3rd party license costs of the application vendor. The costs of specific software services will be offered on a per monthly, pay-as-you-go basis.

## MANAGED AWS HOSTING

SUPPORT LEVEL	DESCRIPTION	PRICE
FreeFly	Free tier – Optional paid consultancy on PAYG basis	-
Tandem	Working with your team on a co-delivery basis	Pricing starts at £500 PM
Formation	Fully Managed 24x7x365	Pricing starts at £1,000 PM <i>(Minimum contract terms apply)</i>

ADDITIONAL SERVICES	
DBA	Price on Request
SecOps	Price on Request
Application Support	Price on Request
Day rate Consultancy	From £ 900 per day

## MANAGED AZURE HOSTING

SUPPORT LEVEL	DESCRIPTION	PRICE
FreeFly	Free tier – Optional paid consultancy on PAYG basis	-
Tandem	Working with your team on a co-delivery basis	Pricing starts at £500 PM
Formation	Fully Managed 24x7x365	Pricing starts at £1,000 PM <i>(Minimum contract terms apply)</i>

ADDITIONAL SERVICES	
DBA	Price on Request
SecOps	Price on Request
Application Support	Price on Request
Day rate Consultancy	From £ 900 per day

## FASTDRIVE

Headline price: £10.50 per user per month.

FASTDrive	PRICE PER USER PER MONTH
Light (enterprise file storage and sharing for unlimited users, email integration)	From £10.50
Pro (includes: e-Signatures, document workflow, 2FA)	From £18.50
Additional 1TB Storage	£11.20

Option for Own-Branded version has setup fee of £500.

## eCLOUD ENCRYPTION

Headline price: £25 per VM per month.

Encryption	PRICE PER VM PER MONTH
Virtual Machine encryption	£25
Data Control Encryption	£75

## CONTAINERISATION

POA.

Price is based on volume, complexity so only available on request when discussed with our Account Manager or Sales Executive.

## SECURE REMOTE ACCESS

Headline price: £15.00 per user per month.

Secure Remote Access	Per User Per Month
1 to 10 Users	From £95
11 to 100 Users	From £75
101 to 500 Users	From £55
501 to 1000 Users	From £35
1000+ Users	From £15

Optional 1st Line support, and ICE licenses available on request.

## GENERAL INFORMATION

### VAT

All pricing is exclusive of VAT.

### ORDERING AND INVOICING

Orders will be accepted via a signed UKFast or G-Cloud order form. UKFast order forms can be signed digitally online through your MyUKFast portal. Invoices are then raised on a monthly basis with an agreed upfront setup fee chargeable.

### DISCOUNT SCHEMES

UKFast offers a pricing discount scheme consisting of two options, enabling Customers to receive a discount based on either the total purchase order value or contract length; Volume Discount and Term Discount. Discounts do not apply to license purchases.

### VOLUME DISCOUNT

Volume discount is calculated based on the total committed spend over a minimum period of 12 months. The following discounts will be applied:

PURCHASE ORDER	STANDARD £/MONTH
VALUE	DISCOUNT OFFERED
£100k - £250k	5%
£250k - £500k	10%
£500k - £1m	15%
>£1m	20%

### TERM DISCOUNT

Term discount is calculated based on the committed contract term. A minimum of 5% discount will be applied to contract terms of 2 years and above.

### ANNUAL PAYMENT

Pay for your solution annually in advance and receive an additional discount equivalent to one month free.



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MANAGED HOSTING



CLOUD



DATA CENTRES