DATAPIPE

PRICING DOCUMENT

To be read in conjunction with applicable G Cloud 9 Services

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PRICING FOR MULTI-TENANT AND DEDICATED COMPUTE PRIVATE CLOUD

The table below shows the standard components required for Datapipe to deliver virtual machines on our multi-tenant private cloud platform or the dedicated compute platform.

Customers are able to configure the virtual machine in line with the requirements of their applications and workloads, ensuring they drive the best value from their cloud based service. In the configurator below, we provide the 'per unit' pricing to allow public sector organisations to specify the number of units required to meet a given configuration.

The unit rate below can be used to calculate the solution cost based on the infrastructure components required, licensing and any further service components.

Should you require further help on building the right solution for you and your teams, please contact a Datapipe representative.

Service Line	Resource Unit	Single Site Monthly Charge	Dual Site Monthly Charge
Infrastructure Components: Monthly Charges			
VM (managed to Operating System)	Server	£80.00	£105.00
vCPU (single site)	vCPU	£3.00	£5.00
Memory (single site) including VMware licensing	GB RAM	£6.00	£8.20
Platinum Storage	GB	£0.60	£1.20
Gold Storage	GB	£0.35	£0.70
Silver Storage	GB	£0.17	£0.34
Bronze Storage	GB	£0.08	£0.16
Managed Backup	GB	£0.14	£0.28
Managed Dedicated Compute Server (substitutes vCPU & Memory)	Server	£665.00	
VMWare Licensing for Dedicated Compute Server	GB RAM	£3.68	
Software Components: Monthly Charges			
SQL Standard 2012 (GSPLA)	Licence 2-pack	£96.00	
SQL Enterprise 2012 (GSPLA)	Licence 2-pack	£369.00	

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Service Line	Resource Unit	Single Site Monthly Charge	Dual Site Monthly Charge
Other Services & Components: Monthly Charges			
Internet Provision	Mbit/s	£3.00	
Data Centre Hosting – Rack with 3kW power	Position	£690.00	
Data Centre Hosting - Additional Power	kW	£230.00	
Additional VLAN Allocation	VLAN	£10.00	
Resilient Connectivity over Dark Fibre	DWDM	£300.00	

WHAT'S INCLUDED

The following is included in the managed service:

- Operating System Server management including
  - Server build and test
  - Security Patching
  - Fulfilment of customer-requested OS related change requests
  - Anti-Malware deployment and management
  - Monitoring, reporting and resolution of errors and events generated by the operating system
  - Capacity management, CPU / RAM / Disk
  - Performance analysis & management
- 24*7 Service Desk (Incident, problem and change)
- ITIL Service Management and Service Reporting
- Preventative Maintenance

OPTIONAL EXTRAS

Service*	Unit	Monthly Service Charge (£)
Standard Database Monitoring & Management	Per Instance	£400
Standard Active Directory Infrastructure Monitoring & Management	Per Domain	£300
Standard Exchange Management	Solution	£400
Standard VPN Management	VPN	£150

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Service*	Unit	Monthly Service Charge (£)
Standard Site to Site VPN Management	VPN	£150
Standard Cisco Firewall Management	Firewall	£180
Standard Switch Management	Switch	£125
Standard Load Balancer Management	Load Balancer	£180
Protective Monitoring	Solution	On request
Identity & Authentication	Solution	On request
Compliance & Audit Support	Solution	On request
Customer Application Management	Solution	On request
Implementation & Migration**	Service	On request

*Where managed services are considered 'non-standard', referenced as 'on request' above or not covered in this table, Datapipe will charge the services through our SFIA rate card on a one-time charge basis or through monthly service bundles.

**Please see Lot 3 for Datapipe's Cloud Support: Planning and Setup & Migration Services for more detail of our capability

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PRICING FOR MANAGED AWS

Our standard commercial model describes a contractual relationship with Datapipe, with AWS as sub-contractor. This is the natural model for a commercial relationship to take as Datapipe maintains overall responsibility for service availability, of which AWS infrastructure is part.

It also allows Datapipe to on-board services in an effective and efficient manner, ensuring services are fit for purpose and achieve objectives set during procurement.

Unit-based pricing for the compute is outlined below, broken down into AWS and Datapipe services.

HOW MUCH DOES IT COST?

Building your application environment with AWS and Datapipe is easy, and our transparent pricing lets you understand all the components of your solution and assess the value it offers. For full details of Amazon pricing, please refer to https://aws.amazon.com/pricing/ . All pricing is exclusive of VAT and the currency is converted to sterling at the prevailing exchange rate on the date of invoice. For all services, billing is per unit or part thereof where applicable.

AWS Pricing (All London Region)

The table below is a snapshot example of the AWS pricing at the time of the G Cloud 9 submission.

AWS Service	Cost From	Cost To
Amazon EC2	$0.006 Per hour	$6.17 Per hour
Amazon EBS	$0.11 per GB per month	N/A
Amazon S3	$0.02 per GB per month	N/A
Amazon RDS	$0.04 per hour	$5.44 per hour
Amazon CloudFront	$0.085 per GB Transfer out	N/A

Managed Service Uplift

The Datapipe Managed Service for AWS is calculated as a percentage uplift of the total AWS spend for all AWS accounts under management, with a minimum service fee of $1,500.

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Tiers	% Fee	From	To
Tier 1	40%	$0	$25,000
Tier 2	30%	$25,000	$50,000
Tier 3	20%	$50,000	$100,000
Tier 4	15%	$100,000+	

The managed service fee is tiered, so the fee for the first $25,000 of spend in a given billing month is calculated at the tier one percentage, the next $25,000 of AWS spend in the same month is calculated at the tier two percentage, etc. For example, a customer with $65,000 of AWS spend in a given month would be charged a managed service fee across tiers one to three, giving a bill of:

40% of $25,000 = $10,000 +

30% of $25,000 = $7,500 +

20% of $15,000 = $3,000 =

$20,500 TOTAL Managed Service Fee

WHAT'S INCLUDED

The following is included in the managed service:

- Operating System Server management including
  - Server build and test
  - Security Patching
  - Fulfilment of customer-requested OS related change requests
  - Anti-Malware deployment and management
  - Monitoring, reporting and resolution of errors and events generated by the operating system
  - Capacity management, CPU / RAM / Disk
  - Performance analysis & management
- 24*7 Service Desk (Incident, problem and change)
- Managed Infrastructure as Code, scripting and templates
- Database Management
- Active Directory management
- Security best practices applied to reference architectures
- VPN Management
- Basic scheduling for snapshot and AMI backup and powering instances on/off
- Basic auto scaling
- ITIL Service Management and Service Reporting
- Preventative Maintenance
- Configuration management and CMDB

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- Cost Analysis
- Service Reporting
- Account Team (account manager, service manager)

OPTIONAL EXTRAS

Service*	Unit	Monthly Service Charge (£)
Amazon DirectConnect Connectivity	Mbps	£10
Protective Monitoring	Solution	On request
Identity & Authentication	Solution	On request
Compliance & Audit Support	Solution	On request
Customer Application Management	Solution	On request
Implementation & Migration**	Service	On request

*Where managed services are considered 'non-standard', referenced as 'on request' above or not covered in this table, Datapipe will charge the services through our SFIA rate card on a one-time charge basis or through monthly service bundles.
**Please see Lot 3 for Datapipe's Cloud Support: Planning and Setup & Migration Services for more detail of our capability

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PRICING FOR MANAGED AZURE

Our standard commercial model describes a contractual relationship with Datapipe, with Azure as sub-contractor. This is the natural model for a commercial relationship to take as Datapipe maintains overall responsibility for service availability, of which Azure infrastructure is part.

It also allows Datapipe to on-board services in an effective and efficient manner, ensuring services are fit for purpose and achieve objectives set during procurement.

Unit-based pricing for the compute is outlined below, broken down into Azure and Datapipe services.

HOW MUCH DOES IT COST?

Building your application environment with Azure and Datapipe is easy, and our transparent pricing lets you understand all the components of your solution and assess the value it offers. For full details of Azure pricing, please refer to the pricing documents for full Azure pricing. All pricing is exclusive of VAT. For all services, billing is per unit or part thereof where applicable.

Azure Pricing (All London Region)

The table below is a snapshot example of the Azure pricing at the time of the G Cloud 9 submission and actual billing will reflect the cost of resources used in the billing month.

Azure Service	Cost From	Cost To
Virtual machines	£0.01 Per hour	£1.94 Per hour
Storage	£0.03 per GB per month	N/A
SQL Database	£0.01 Per hour	£20.00 Per hour

Managed Service Uplift

The Datapipe Managed Service for Azure is calculated as a percentage uplift of the total Azure spend for all Azure accounts under management, with a minimum service fee of £1,000.

Tiers	% Fee	From	To
Tier 1	40%	£0	£20,000
Tier 2	30%	£20,000	£40,000
Tier 3	25%	£40,000	£80,000
Tier 4	20%	£80,000+	

The managed service fee is tiered, so the fee for the first £20,000 of spend in a given billing month is calculated at the tier one percentage, the next £20,000 of Azure spend in the same month is calculated

at the tier two percentage, etc. For example, a customer with £55,000 of Azure spend in a given month would be charged a managed service fee across tiers one to three, giving a bill of:

40% of £20,000 = £8,000 +

30% of £20,000 = £6,000 +

25% of £15,000 = £3,750 =

£17,750 TOTAL Managed Service Fee

WHAT'S INCLUDED

The following is included in the managed service:

- Operating System Server management including
    - Server build and test
    - Security Patching
    - Fulfilment of customer-requested OS related change requests
    - Anti-Malware deployment and management
    - Monitoring, reporting and resolution of errors and events generated by the operating system
    - Capacity management, CPU / RAM / Disk
    - Performance analysis & management
- Database Management
- Active Directory management
- Security best practices applied to reference architectures
- VPN Management
- Basic scheduling for snapshot and virtual machine backup and powering instances on/off
- Basic auto scaling
- ITIL Service Management for problem, incident and change
- Configuration management and CMDB
- Cost Analysis
- Service Reporting
- Account Team (account manager, service manager)

OPTIONAL EXTRAS

Service*	Unit	Monthly Service Charge (£)
Express Route Connectivity	Mbps	£10
Protective Monitoring	Solution	On request

Service*	Unit	Monthly Service Charge (£)
Identity & Authentication	Solution	On request
Compliance & Audit Support	Solution	On request
Customer Application Management	Solution	On request
Implementation & Migration**	Service	On request

*Where managed services are considered 'non-standard', referenced as 'on request' above or not covered in this table, Datapipe will charge the services through our SFIA rate card on a one-time charge basis or through monthly service bundles.

**Please see Lot 3 for Datapipe's Cloud Support: Planning and Setup & Migration Services for more detail of our capability

PRICING FOR MANAGED MICROSOFT OFFICE 365

Our standard commercial model describes a contractual relationship with Datapipe, with Microsoft Office 365 as sub-contractor. This is the natural model for a commercial relationship to take as Datapipe maintains overall responsibility for service availability, of which Microsoft Office 365 services are a part.

It also allows Datapipe to on-board services in an effective and efficient manner, ensuring services are fit for purpose and achieve objectives set during procurement.

HOW MUCH DOES IT COST?

Building your application environment with Microsoft Office 365 and Datapipe is easy, and our transparent pricing lets you understand all the components of your solution and assess the value it offers. All pricing is exclusive of VAT. For all services, billing is per unit or part thereof where applicable, per month.

Microsoft Office 365 Service	Type	Price
Office 365 SKUs		
Office 365 Enterprise E3	Core	£15.00 Per User
Office 365 Advanced Threat Intelligence	Add on	£5.30 Per User
Office 365 Extra File Storage	Add on	£0.20 Per GB
Datapipe Managed Services		
Minimum End Users	150 End Users	£1,500 (£10.00 per user)
Additional End Users	1	£4.00 per user

WHAT'S INCLUDED

The following is included in the managed service:

- Datapipe Solution Design including hybrid scenarios*
- Datapipe SLA for Office 365 Service and 24x7 support
- Datapipe Identity Management and SSO Services*
- Datapipe Management including AD, DNS, exchange, hybrid*
- Datapipe onboarding and migration process
- Datapipe Monitoring for Office 365
- Datapipe Seat Management for Office 365

*Supporting infrastructure priced separately. Please refer to other Datapipe Cloud Hosting options for the platform choices and costs.

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OPTIONAL EXTRAS

Service*	Unit	Monthly Service Charge (£)
Express Route Connectivity	Per Mbps	£10
Compliance & Audit Support	Solution	On request
Customer Application Management	Solution	On request
Implementation & Migration**	Service	On request

**Please see Lot 3 for Datapipe's Cloud Support: Planning and Setup & Migration Services for more detail of our capability

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PRICING FOR MANAGED UKCLOUD

Our standard commercial model describes a contractual relationship with Datapipe, with UKCloud as sub-contractor. This is the natural model for a commercial relationship to take as Datapipe maintains overall responsibility for service availability, of which UKCloud infrastructure is part.

It also allows Datapipe to on-board services in an effective and efficient manner, ensuring services are fit for purpose and achieve objectives set during procurement.

Unit-based pricing for the compute is outlined below, broken down into UKCloud and Datapipe services. For the avoidance of doubt, Datapipe will not make any margin on UKCloud services - instead these flow through at cost alongside Datapipe's infrastructure management and service charges.

HOW MUCH DOES IT COST?

Building your application environment with UKCloud and Datapipe is easy, and our transparent pricing lets you understand all the components of your solution and assess the value it offers. The process mirrors the steps defined in the Cloud Service Builder in the service description documents to help you specify your solution and calculate the costs.

ENTERPRISE COMPUTE CLOUD ASSURED OFFICIAL DOMAIN

VM (per hour)						VM Protection (per hour)[2]				
	2GHz vCPU	RAM (GiB)	ESSENTIAL	POWER	PRIORITY	14-day Snapshot	28-day Snapshot	14-day Journaling	28-day Journaling	Synchronous [5]
Micro[1]	1[1]	0.5	£0.01	£0.02	£0.030	£0.02	£0.02			£0.22
Tiny	1	2	£0.03	£0.09	£0.135	£0.04	£0.04			£0.18
Small	2	4	£0.04	£0.12	£0.180	£0.06	£0.06	£0.10	£0.10	£0.20
Medium	4	8	£0.06	£0.22	£0.330	£0.08	£0.08			£0.19
Medium High Memory	4	16	£0.14	£0.35	£0.520	£0.08	£0.08			£0.30
Large	8	16	£0.18	£0.45	£0.675	£0.18	£0.18			£0.40
Large High Memory	8	32	£0.35	£0.55	£1.125	£0.25	£0.25			£0.80
Tier 1 Apps Small	8	48	£0.50	£0.60	£1.575	£0.35	£0.35	£0.20	£0.20	£1.05
Tier 1 Apps Medium	8	64	£0.70	£0.99	£2.085	£0.41	£0.41			£1.26
Tier 1 Apps Large	8	96	£0.95	£1.45	£2.675	£0.70	£0.70			£1.90

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Tier 1 Apps Extra Large	12	128	£1.30	£2.30	N/A

£0.75	£0.75			N/A

Block Storage (per GiB/per month)[6] [7]		Block Storage Protection (per GiB/per month)				
Tier 1	£0.25	£0.20	£0.30	£0.60	£0.90	N/A
Tier 2 [4]	£0.10	£0.10	£0.20	£0.30	£0.45	N/A
Geo-resilient [5]	£1.10	Inc.	£0.15	N/A	N/A	Inc.

+   **+**

Licensing									
VM Size	Microsoft Windows Server OS		Microsoft SQL Standard [3]		Microsoft SQL Enterprise [3]		Microsoft RDS		Red Hat Enterprise Linux	Bring Your Own Subscriptions
	£ / hour / VM	Academic £ / hour / VM	£ / hour / VM	Academic £ / hour / VM	£ / month / VM	Academic £ / month / VM	SAL Licence per month	Academic SAL Licence per month	Subscribe through UKCloud £ / hour / VM	
Micro, Tiny VM	£0.012	£0.002	£0.266	£0.054	£725.70	£195	£4.19	£0.44	£0.04	No charge
Small VM	£0.023	£0.003								
Medium VM	£0.046	£0.007								
Medium High Memory	£0.046	£0.007								
Large VM, Large High Memory, Tier 1 Apps	£0.135	£0.020	£0.513	£0.15	£1460.25	£390			£0.09	

[1] Micro VM pricing has 500MHz, 10GiB of Tier 2 storage; all other VMs include 60GiB of Tier 2 storage.

[2] You must choose the same protection option for both VMs and storage.

[3] SQL Enterprise is bought on a monthly basis. You must report the quantity of SQL Standard and Enterprise licences you need each month to UKCloud.

[4] 60GiB of Tier 2 storage is included in the pricing for all VMs whilst they are powered on, except for Micro. For VMs in powered-off state, consumed storage will be charged at the prevailing rate.

[5] Geo-resilient storage and synchronous protection must be purchased together.

[6] Consumed storage includes VM catalogue images and snapshots.

[7] VMs with additional allocated storage will be charged at the prevailing storage rate regardless of their powered-on/off state.

[8] If you wish to host Oracle solutions on our platform, please consult our Cloud Architects, or consider our Dedicated Compute or Enterprise Compute Cloud – Oracle services to avoid licensing issues.

ENTERPRISE COMPUTE CLOUD ELEVATED OFFICIAL DOMAIN

VM (per hour)					
	2GHz vCPU	RAM (GiB)	ESSENTIAL	POWER	PRIORITY
Micro[1]	1[1]	0.5	£0.02	£0.04	£0.060
Tiny	1	2	£0.05	£0.12	£0.180
Small	2	4	£0.06	£0.15	£0.225
Medium	4	8	£0.10	£0.26	£0.390
Medium High Memory	4	16	£0.18	£0.40	£0.600
Large	8	16	£0.22	£0.50	£0.825
Large High Memory	8	32	£0.35	£0.75	£1.350
Tier 1 Apps Small	8	48	£0.60	£1.05	£1.800
Tier 1 Apps Medium	8	64	£0.80	£1.39	£2.375
Tier 1 Apps Large	8	96	£1.10	£1.85	£3.300
Tier 1 Apps Extra Large	12	128	£1.45	£2.65	N/A

+

VM Protection (per hour)[2]				
14-day snapshot	28-day snapshot	14-day Journaling	28-day Journaling	Synchronous [5]
£0.02	£0.02			£0.28
£0.07	£0.07			£0.31
£0.12	£0.12	£0.10	£0.10	£0.36
£0.19	£0.19			£0.41
£0.25	£0.25			£0.65
£0.35	£0.35			£0.85
£0.60	£0.60			£1.40
£0.85	£0.85			£1.90
£1.05	£1.05	£0.20	£0.20	£2.40
£1.55	£1.55			£3.50
£1.60	£1.60			N/A

+

Block Storage (per GiB/per month)[6] [7]	
Tier 1	£0.25
Tier 2 [4]	£0.10
Geo-resilient [5]	£1.10

+

Block Storage Protection (per GiB/per month)				
£0.20	£0.30	£0.60	£0.90	N/A
£0.10	£0.20	£0.30	£0.45	N/A
Inc.	£0.15	N/A	N/A	Inc.

+

Licensing									
	Microsoft Windows Server OS		Microsoft SQL Standard [3]		Microsoft SQL Enterprise [3]		Microsoft RDS		Red Hat Enterprise Linux	Bring Your Own Subscriptions
VM Size	£ / hour / VM	Academic £ / hour / VM	£ / hour / VM	Academic £ / hour / VM	£ / month / VM	Academic £ / month / VM	SAL Licence per month	Academic SAL Licence per month	Subscribe through UKCloud £ / hour / VM	
Micro, Tiny VM	£0.012	£0.002	£0.266	£0.054	£725.70	£195	£4.19	£0.44	£0.04	

Small VM	£0.023	£0.003								No charge
Medium VM	£0.046	£0.007								
Medium High Memory	£0.046	£0.007								
Large VM, Large High Memory, Tier 1 Apps	£0.135	£0.020	£0.513	£0.15	£1460.25	£390			£0.09	

[1] Micro VM pricing has 500MHz, 10GiB of Tier 2 storage; all other VMs include 60GiB of Tier 2 storage.

[2] You must choose the same protection option for both VMs and storage.

[3] SQL Enterprise is bought on a monthly basis. You must report the quantity of SQL Standard and Enterprise licences you need each month to UKCloud

[4] 60GiB of Tier 2 storage is included in the pricing for all VMs whilst they are powered on, except for Micro. For VMs in powered off state, consumed storage will be charged at the prevailing rate.

[5] Geo-resilient storage and synchronous protection must be purchased together.

[6] Consumed storage includes VM catalogue images and snapshots.

[7] VMs with additional allocated storage will be charged at the prevailing storage rate regardless of their powered-on/off state.

[8] If you wish to host Oracle solutions on our platform, please consult our Cloud Architects, or consider our Dedicated Compute or Enterprise Compute Cloud – Oracle services to avoid licensing issues.

ENTERPRISE COMPUTE CLOUD FOR ORACLE PRICE LIST

Cores (per hour)	
1 Core	£0.08
2 Core	£0.15
4 Core	£0.30
8 Core	£0.60
12 Core	£0.90

+

Memory (per hour)	
8GiB RAM	£0.12
16GiB RAM	£0.24
32GiB RAM	£0.48
64GiB RAM	£0.96
96GiB RAM	£1.44
128GiB RAM	£1.92

+

Storage (per GiB/per month)	
Tier 1	£0.25
Tier 2	£0.10
Object	From £0.0146

- Prices are per hour for the compute component (cores and memory) and per month for storage
- Cores refers to virtual CPUs pinned to physical processor cores (excluding hyper-threading)

Managed Service Uplift

The Datapipe Managed Service for UKCloud is calculated as a percentage uplift of the total UKCloud spend under management, with a minimum service fee of £1,000.

Tiers	% Fee	From	To
Tier 1	30%	£0	£20,000
Tier 2	27%	£20,000	£40,000
Tier 3	24%	£40,000	£80,000
Tier 4	21%	£80,000+	

The managed service fee is tiered, so the fee for the first £20,000 of spend in a given billing month is calculated at the tier one percentage, the next £20,000 of UKCloud spend in the same month is calculated at the tier two percentage, etc.

WHAT'S INCLUDED

Managed UKCloud Enterprise Compute Cloud includes as standard:

- Virtual firewalls
- IPsec and SSL VPN/SDN. Create secure connections between users and other environments using a variety of included tunnelling technologies.
- VMware HA (High Availability) protection
- Basic load balancing
- Persistent storage
- Free DDoS-protected internet access

OPTIONAL EXTRAS

Service*	Unit	Monthly Service Charge (£)
Protective Monitoring	Solution	On request
Identity & Authentication	Solution	On request
Compliance & Audit Support	Solution	On request
Customer Application Management	Solution	On request
Implementation & Migration**	Service	On request

**Please see Lot 3 for Datapipe's Cloud Support: Planning and Setup & Migration Services for more detail of our capability.

LICENSING

The standard terms and conditions from Microsoft state that if you want to run a Windows Server operating system in the cloud, you must license it via the Government Service Provider Licence Agreement (G-SPLA), which must be provided by UKCloud. Microsoft Developer Network (MSDN) and Windows desktop operating system licences are generally not permitted by Microsoft's terms and conditions.

UKCloud offers the option for you to bring your own Red Hat licensing, or certain Microsoft application licensing under Microsoft Mobility using software assurance.

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If you're licensing Microsoft Windows Server OS, Microsoft SQL Server, Microsoft RDS or Red Hat Enterprise Linux, licensing charges apply. See the pricing guide for details.

CONNECTIVITY OPTIONS

UKCloud provides one of the best connected cloud platforms for the UK public sector. We offer a range of flexible connectivity options that enables access to our secure platform by virtually any government user community or system. The variety of government, public and private networks is shown in the following diagram:

Connection type	DDoS-protected internet	PSN Assured	PSN Protected	N3/HSCN	Janet	Hybrid Connect	RLI
Starter pack price (per month)	FREE	FREE	£250	£250	FREE	N/A	N/A
Subsequent price (per GB outbound)	FREE	£0.25	£1.00	£1.00	FREE	N/A	N/A
Set-up fee	N/A	N/A	N/A	N/A	N/A	£2,000	£2,000

PSN Assured: The general-purpose unencrypted Public Services Network. Connected to most central, local and devolved government organisations.

N3/HSCN: The NHS National Network. Connected to all health and social care organisations nationwide.

Janet: The UK's research and education network. Connected to all education organisations and research councils.

PSN Protected: Encrypted higher-security Public Services Network. Connected to legacy IL3 networks including GSI, PNN, CJX, GSE, GSX and others.

HybridConnect: Supports a variety of flexible private connectivity options. Enables connection to Crown Hosting (CHDC) and other third-party facilities.

RLI: A high-security network for defence and industry partners. Connection to RLI is subject to extensive vetting and approval from the MoD.

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PRICING FOR CLOUD SUPPORT SERVICES

Datapipe's range of cloud support services takes you from a standing start to cloud enlightenment with as much or as little guidance as you need, from end-to-end delivery and ongoing management services, to short-term light touch support with discovery or planning phases.

Whatever your drivers, obstacles and compelling events, our ultimate goal is to help you make practical, informed decisions about your technology roadmap, reducing risk, removing uncertainty and creating a straightforward path to your required outcomes. Datapipe helps organisations fully understand their readiness/maturity level, enabling smarter planning across the complete spectrum of cloud options, opportunities and challenges.

HOW MUCH DOES IT COST?

Consulting Packages

Professional Services	Min. Duration	Min Price
Cloud Readiness and Planning	3 Days	£2,850
Setup and Migration	5 Days	£4,750

Note, the pricing above is the minimum expected duration for the consulting services. The actual duration and cost will be dependent on the customer requirements and the complexity and number of workloads in scope. Pricing will be based on the effort required to complete the engagement using the SFIA rate card.

Cloud Support (third party platforms)

Datapipe can provide managed services on our own or a variety of third party platforms.
For third party platforms, the managed service fee is based on a percentage uplift of the platform usage costs and is tiered. The tiers, which are cumulative, are shown in the table below.

Managed Services	Tier 1	Tier 2	Tier 3	Tier 4
Managed AWS	40%	30%	20%	15%
Managed Azure	40%	30%	25%	20%
Managed UKCloud	30%	27%	24%	21%

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WHAT'S INCLUDED

Cloud Readiness and Planning

Cloud Readiness service helps you fast-track your decision making, using Datapipe infrastructure and application expertise to assess the viability of your proposed cloud migration. Using an application-first approach, assessing the software tools you use and support to determine whether they can or should be delivered via a cloud model.

The engagement will consist of one or more discovery workshops where our technical experts will gather information on your applications and desired target state. This information will be analysed, resulting in a report being delivered containing actionable outcomes to reach your target state.

Setup and Migration

Cloud setup and migration service helps you fast-track your implementation, using Datapipe infrastructure and application expertise to design and build your cloud environments. Using an application-first platform aligned approach and applying repeatable design patterns and infrastructure as code where possible ensures customers achieve their outcomes rapidly.

The setup and migration engagement begins with deep dive discovery workshops to map out the current state and target state. This information is fed into a target state design document which is used to build the service. Using Prince 2 project delivery methodologies, Datapipe project managers will work with the customer to produce a project plan, containing full migration details.

Cloud Support

For the features that are included with the cloud support, please refer to the appropriate Service Descriptions.