G-Cloud 9 Mazepoint Ltd.
Pricing Document

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1 Introduction

This Pricing Document covers Mazepoint's pricing regime for our service offerings on the G-Cloud Framework. Here we provide a description of the pricing elements that may need to be considered when buying Mazepoint services, the pricing tables for our services and our discounting regimes. We also provide examples of typical user journeys to assist with price calculations.

2 Pricing Elements and Considerations

2.1 Pricing Elements

Mazepoint's services fall into the following three categories:

- Software Services
- Hosting Services
- Support Services

Each of these services has different price structures and implementation considerations. In summary these are as follows:

Service	Considerations
Software	The different Mazepoint and third party software packages available under these services have different pricing models. Some are based on annual subscription models, while others include an upfront perpetual licence purchase option followed by an annual software maintenance fee for bug fixes and software upgrades. Discounts are available for increasing numbers of users for some software packages but not for others, just as educational and NHS discounts are not always available.
Hosting	Hosting costs are based on Virtual Machines (VMs) required to run the relevant software applications and support numbers of users. Pricing is based on the number and capacity of these VMs.
Support	Support costs cover a range of different services, including those relating to system design, specification and implementation, as well as training, system support and change and development request management. Pricing is based on the SFIA Rate Card.

Each of the Software Services described below will incur software licence charges as well as hosting and support fees, all of which are specified in the sections below.

2.1.1 On-boarding costs

For each project, Mazepoint will confirm the on-boarding costs with the customer based on an agreed **Statement of Works** and a customer **Purchase Order** before any work starts. Multiple Statements of Works and Purchase Orders may be required during the lifecycle of an information system implementation.

Typical on-boarding costs for each of Mazepoint's Software Services include:

On-Boarding Item	Relevant G-Cloud Service
Software Licences and Maintenance	Software Service
Consultancy, Development and Support: - Situational review and diagnostics - Business change and analysis support - Workshops, design and Proofs of Concept - Specification and technical documentation - Project planning, development and implementation - User and system administrator training - System support, ticketing and service levels - Change management	Support Service
Hosting Infrastructure	Hosting Service

Each Software Service requires different levels of consultancy depending on the type of project and issue resolution concerned. For example, implementing a project to give users greater visibility and transparency on data that has already been collected and stored in a data warehouse will require fewer support services than one where multiple sources of data have to be collected, validated and modelled in a database before users can work with it to carry out complex reporting, analyses and forecast scenarios. Similarly, post implementation support services will vary depending on the complexity of the support required.

2.1.2 Off-boarding costs

Relatively few items in Mazepoint Services are typically subject to off-boarding costs, as follows:

Off-Boarding Item	Relevant G-Cloud Service
Software Licences and Maintenance: - Licence and maintenance costs continue until the end of the contractual period agreed - Early termination may include settlement of outstanding licence costs	Software Services
Consultancy, Development and Support: - Review of the off-boarding requirement - Export and transfer of customer data - Other system decommissioning costs	Support Service

Off-boarding costs will be agreed with the customer and confirmed in a Statement of Works and Purchase Order.

2.1.3 On-going Costs

The main on-going costs for Mazepoint's Services are as follows:

Ongoing Costs	Relevant G-Cloud Service
Software Licences and Maintenance: - Annual Maintenance or Software Subscription including Maintenance	Software Services
Hosting: - Monthly hosting - Regular system and service performance reporting	Hosting Service
Consultancy, Development and Support: - Support desk, including Standard and Premium Support subscriptions - Standard Change requests - Normal Change requests	Support Service

These costs may be charged hourly or daily, in the case of support, and monthly, quarterly or annually in the case of a Hosting or Software Service.

2.1.4 Training

Training costs apply to the following Mazepoint services:

Training Costs	Relevant G-Cloud Service
Software: - Power user training - General user training - System administrator and technical training	Support Service
Consultancy, Development and Support: - Data Management training - Data modelling training - Output design and build training (reports, dashboards, other visualisations)	Support Service

There is some overlap between these two types of training. The first (Software) is more formal, less customer-specific and classroom based, and can include accreditation from the software supplier. The second (Consultancy, Development and Support) is more focused on customer-specific implementations, "learning by doing" and working alongside Mazepoint's consultants as data interfaces, analytical models and data visualisations are designed and built. Training costs for these two types of training are set out in the Support Services price table in Section 3.5 below.

2.1.5 Support

Mazepoint provides a full range of support services, from preliminary review to design, specification, project implementation and post implementation support and change management. These services are described in more detail in the Mazepoint Support Services Definition.

3 Price List

3.1 Mazepoint Data Services

Mazepoint's Data Services are delivered in a flexible way, adapting to each customer's specific requirements. Consultancy and implementation are major components of the Data Services and these are priced according to the number of days required by the customer, based on the agreed specification and with reference to the SFIA Rate Card.
Software licences may also be required to deliver the services in both test and production environments, priced according to the relevant software price list below.
Data Services can be provided on Mazepoint's Cloud, requiring Mazepoint's Hosting Service or On Premise, requiring Mazepoint Support Service.
As a result, the delivery of Mazepoint's Data Services is based on a combination of Mazepoint Support, Software and Hosting Services, as follows:

Data Services	Relevant G-Cloud Service
Consultancy, Development and Support: - Service Features and Benefits described in the Mazepoint Data Services definition	Support Service
Software: - Jedox ETL Software (an integral part of the Jedox Suite software – see Mazepoint Analytics Modelling Service pricing below) - Mazelink software licences for data collection (see pricing below) - Mazeview software licences for data collection (see pricing below, also under Mazepoint Data Visualisation Service) - Mazeview Mobile Survey software licences for data collection (see pricing below) - Microsoft SSIS licences (see below) - Pentaho PDI (free open source version)	Software Services
Hosting - Mazepoint Hosting Service (see pricing below)	Hosting Service

3.1.1 Mazelink Software:

Mazelink Software is supplied on an annual subscription basis, with software maintenance included. Prices for this software, including volume discounts are as follows:

User Packs	Number of Users	Monthly Cost Per User
First	100	£7
Next	250	£5
Next	500+	£3

Mazelink requires a minimum of 100 users.

Typical pricing is therefore:

Number of Users	Total Per Month	Total Per Annum	Monthly Cost Per User
100	£700	£8,400	£7.00
250	£1,450	£17,400	£5.80
500	£2,200	£26,400	£4.40

Mazelink also requires Mazeview licences for these users (see pricing below).
On average, Mazelink implementations require approximately 25 days of Consultancy, Development and Support Services, covering:

- Setting up and configuring the environment
- Creating the initial data collection template (assuming 4 pages of inputs)
- Uploading and testing the template
- Setting up the data validations (assumes 1,000 validations)
- Creating the data mapping to the analytics cube
- Setting up and testing the ETL processes
- Integrating the application with Mazeview (security etc)
- User Acceptance Testing, Project Management and Documentation

3.1.2 Mazeview Mobile Survey Software:

Mazeview Mobile Survey Software is supplied on an annual subscription basis, with software maintenance included. Prices for this software, including volume discounts, are as follows:

User Packs	Number of Users	Monthly Cost Per User
First	100	£3
Next	250	£2
Next	500	£1

Typical pricing is therefore:

Number of Users	Total Per Month	Total Per Annum	Monthly Cost Per User
100	£300	£3,600	£3.00
300	£700	£8,400	£2.33
600	£1,050	£12,600	£1.75

Mazeview Mobile Survey Software requires a minimum of 100 users.
Mobile Survey also requires Mazeview licences, Data, Hosting and Support Services for these users (see pricing below).
On average, Mobile Survey implementations require approximately 2-3 days of Consultancy excluding Data, Hosting and Mazeview setup time.

3.1.3 Pentaho PDI (Pentaho Data Integration) Software:

The open-source version of this software is free and therefore there is no charge for using it. Mazepoint Support Services will be required to install and implement it.

3.1.4 Volume and Other Discounts

As shown above and below, while volume discounts apply to some of the software listed, there are no discounts for Support Services.

3.2 Mazepoint Analytics Modelling Service

Mazepoint's Analytics Modelling Services are delivered in a flexible way, adapting to each customer's specific requirements. Consultancy and implementation are major components of these services and these are priced according to the number of days required by the customer, based on the agreed Statement(s) of Works and with reference to the SFIA Rate Card.

Software licences may also be required to deliver the services in both test and production environments, priced according to the relevant software price list below.
Mazepoint's Analytics Modelling Service can be provided on Mazepoint's Cloud, requiring Mazepoint's Hosting Service or On Premise, requiring Mazepoint's Support Service.
As a result, the delivery of Mazepoint's Analytics Modelling Service is based on a combination of Mazepoint Support, Software and Hosting Services, as follows:

Analytics Modelling Service	Relevant G-Cloud Service
Consultancy, Development and Support: - Service Features and Benefits described in the Mazepoint Support and Analytics Modelling Services definitions	Support Service
Software: - Jedox Software (see pricing below) - Tableau Software (see pricing below) - R (free open source software)	Software Services
Hosting - Mazepoint Hosting Service (see pricing below)	Hosting Service

3.2.1 Jedox Software

The Jedox software includes a number of different components, some of which can be purchased individually, although all require a certain number of core Jedox Suite licences. Jedox Suite includes most of the available components except some data connectors and the high speed Graphics Processor option.

Two pricing models are offered, Subscription Pricing and Perpetual Pricing, within which a further two options, hosted and on-premise, are available:

- **Subscription Pricing**

  Based on a monthly cost per user which includes software maintenance for software upgrades and bug fixes. This is essentially a rental model.

  The software can be hosted either by Mazepoint, in which case additional hosting charges apply, or on the customer's own infrastructure.

- **Perpetual Pricing**

  Based on an upfront purchase of the software licences, followed by a 20% annual maintenance charge for software upgrades and bug fixes. The upfront purchase cost includes the first year's maintenance.

  Again, the software can be hosted either by Mazepoint, in which case additional hosting charges apply, or on the customer's own infrastructure.

In both cases, a minimum of 5 users is required.

NB: It is important to note that Jedox AG currently quote prices in Sterling and Euros but may change this policy in future and only quote in Euros. There is currently no indication they will do so and the software prices below are firm at the time of writing. While no material change in value will occur, the price may be subject to currency translation at a later date, depending on Jedox's pricing policy and the exchange rate at the time of agreeing the call-off contract. As such the price will be finalised at the time of agreeing the call-off contract.

Further details are set out in the tables below:

Subscription Pricing					
Jedox Product		**Named Users**	**Per User per month**	**Per User per year**	**2 year TCO***
Jedox Suite	5 user pack	5	£85	£1,020	£10,200
Jedox Suite	10 user pack	10	£70	£840	£16,800
Web Planner	20 user pack	20	£50	£600	£24,000
Web Viewer	20 user pack	20	£30	£360	£14,400
Developer	1 user pack	1	£110	£1,320	£2,640
Jedox Server Components				**Per month**	**Per year**	**2 year TCO***
SAP Connector				£694	£8,328	£16,656
GPU Accelerator				£518	£6,216	£12,432

*TCO = Total Cost of Ownership

Perpetual Pricing						
Jedox Product		**Named Users**	**Concurrent Usage**	**Per User price**	**Annual Maint.**	**2 year TCO**
Jedox Suite	Starter pack	5	5	£1,750	£350	£12,250
Jedox Suite	15/5 user pack	15	5	£747	£149	£15,680
Jedox Suite	30/10 user pack	30	10	£650	£130	£27,300
Web Planner	20 user pack	20	20	£819	£164	£22,932
Web Viewer	20 user pack	20	20	£305	£61	£8,540
Developer	1 user pack	1	1	£1,999	£400	£2,799
Jedox Server Components				**One-off License**	**Maint. per year**	**2 year TCO**
SAP Connector				£15,577	£3,115	£21,808
GPU Accelerator				£10,358	£2,072	£14,501

Jedox Suite contains the following components:

Jedox OLAP Server, Jedox Web, Jedox Integrator, Jedox Mobile and Jedox for Excel. Licences can be purchased in packs of 15 or 30 named users. A license pack allows 1/3 of the users to be connected to the system at any one time.

A lower-cost starter pack is available which allows 5 users on the system, all of whom can use it simultaneously.

Jedox OLAP Server can be installed on a single virtual or physical machine but there are no restrictions on the amount of RAM or CPU cores that can be used.

Web Planner allows users to use Jedox Web and Mobile to view pre-built reports and save plans and forecasts back to Jedox OLAP server. Licenses are purchased in blocks of 20 named users and a minimum of 10 Suite licenses must also be purchased.

Web Viewer allows users to use Jedox Web and Jedox Mobile to view pre-built reports. Data can be viewed but not modified. Licenses are purchased in blocks of 20 named users and a minimum of 10 Suite licenses must also be purchased.

Developer permits Jedox Suite to be installed on a single computer for the purpose of system development.

SAP Connector allows the Jedox Integrator ETL tool to connect to SAP ERP, BW, and Hana.

GPU Accelerator allows Jedox OLAP server to offload calculations to a GPU for increased performance.

If a User Acceptance Testing or pre-production system is required it is priced at 35% of the cost of the production system although there is a minimum cost of a Jedox Suite 5 user starter pack.

Further details about these products can be found in the Service Definitions.

Access to the reporting and analytics in Jedox is through web browsers or Microsoft Excel, for which Microsoft Office licences will be required (supplied on request by Mazepoint but not through G-Cloud 9).

3.2.2 Tableau Software

The Tableau software consists of two main components, a desktop version in two flavours, required to create and publish all visualisations off and online, and a web/mobile version. The pricing model offered is on a Subscription Pricing basis, within which a further two options, hosted and on-premise, are available.

- **Subscription Pricing**	Based on a monthly cost per user which includes software maintenance for software upgrades and bug fixes. This is essentially a rental model. The software can be hosted either by Mazepoint, in which case additional hosting charges apply, or on the customer's own infrastructure.

NB: It is important to note that Tableau Software only quote prices in US Dollars. The software prices below are therefore indicative only, based on the Sterling – US Dollar exchange rate at the time of writing. While no material change in value will occur, the price may be subject to currency translation depending on the exchange rate at the time of agreeing the call-off contract. As such the price will be finalised at the time of agreeing the call-off contract.

Further details are set out in the table below:

General Pricing (Stg.Estimates)

Subscription Pricing (includes Maintenance)			
		(Excludes hosting costs, either by Mazepoint or On Premise)	
Tableau Product	**Named Users (Min.)**	**Monthly Cost per User**	**Annual Cost per User**
Desktop Professional	1	£57	£680
Desktop Personal	1	£28	£340
Web Client Interactor	10	£28	£340
		On Tableau Cloud pm	**On Tableau Cloud pa**
Tableau On-line	1	£34	£405

Education Pricing (Stg.Estimates)

The following discounts are available to public educational establishments:

Subscription Pricing (includes Maintenance)			
		(Excludes hosting costs, either by Mazepoint or On Premise)	
Tableau Product	**Named Users (Min.)**	**Monthly Cost per User**	**Annual Cost per User**
Desktop Professional	1	£43	£510
Desktop Personal	1	£21	£255
Web Client Interactor	10	£21	£255
		On Tableau Cloud pm	**On Tableau Cloud pa**
Tableau On-line	1	£34	£405

NB: It is important to note that the prices are indicative and further configurations and specifications are dependent upon customer's requirements.

3.2.3 R Software

The open-source version of this software is free and therefore there is no charge for using it. It is available from the R Foundation website (https://www.r-project.org). Mazepoint Support Services may be required to install and implement it.

3.2.4 Volume and Other Discounts

While volume discounts apply to some of the software listed above (see price lists above and below), there are no discounts for Support Services.

3.3 Mazepoint Data Visualisation Services

Mazepoint's Data Visualisation Services are delivered in a flexible way, adapting to each customer's specific requirements. Consultancy and implementation are major components of these services and these are priced according to the number of days required by the customer, based on the agreed Statement(s) of Works and with reference to the SFIA Rate Card.

Software licences may also be required to deliver the services in both test and production environments, priced according to the relevant software price list below.

Mazepoint's Data Visualisation Service can be provided on Mazepoint's Cloud, requiring Mazepoint's Hosting Service or On Premise, requiring Mazepoint's Support Service.

As a result, the delivery of Mazepoint's Data Visualisation Service is based on a combination of Mazepoint Support, Software and Hosting Services, as follows:

Data Visualisation Service	Relevant G-Cloud Service
Consultancy, Development and Support: - Service Features and Benefits described in the Mazepoint Support and Analytics Modelling Services definitions	Support Service
Software: - Jedox Software (see pricing above) - R (free open source software) - Mazeview Software - Mazeguide Software - Tableau Software (see pricing above)	Software Services
Hosting - Mazepoint Hosting Service (see pricing below)	Hosting Service

3.3.1 Jedox Software Prices

Please refer to the Jedox prices listed under 3.2 Mazepoint Analytics Modelling Service above (section 3.2.1).

3.3.2 R Software

The open-source version of this software is free and therefore there is no charge for using it. It is available from the R Foundation website (https://www.r-project.org). Mazepoint Support Services may be required to install and implement it.

3.3.3 Mazeview Software Prices including volume discounts

Mazeview is offered as a Cloud only, Subscription only service and also requires Jedox software licences and Mazepoint Hosting and Support Services to implement. Mazeview requires a minimum of 100 users, following which licences can be purchased in incremental packs of 50 user licences with the following volume discounts:

User Packs	Number of Users	Monthly Cost Per User
First	100	£6.00
Next	250	£4.00
Next	500	£2.00

Typical pricing is therefore:

Number of Users	Total Per Month	Total Per Annum	Monthly Cost Per User
100	£600	£7,200	£6.00
200	£1,000	£12,000	£5.00
400	£1,700	£20,400	£4.25

3.3.4 Mazeguide Software Prices including volume discounts

Mazeguide is offered as a Cloud only, Subscription only service and also requires Mazeview and Jedox software licences as well as Mazepoint Hosting and Support Services to implement. Mazeguide requires a minimum of 25 users, following which licences can be purchased in incremental packs of 25 user licences with the following volume discounts:

User Packs	Number of Users	Monthly Cost Per User
First	25	£35
Next	100	£20
Next	250	£7
Next	500	£2

Typical pricing is therefore:

Number of Users	Total Per Month	Total Per Annum	Monthly Cost Per User
25	£875	£10,500	£35.00
150	£3,050	£36,600	£20.33
400	£4,675	£56,100	£11.69
600	£5,075	£60,900	£8.46

3.3.5 Tableau Software Prices

Please refer to the Tableau prices listed under 3.2 Mazepoint Analytics Modelling Service above (section 3.2.2).

3.4 Mazetime

Mazetime is delivered as Software as a Service, relying on Mazepoint Software, Hosting and Support Services. Support Services are required to on-board, manage changes and off-board the service, based on an agreed Statement(s) of Works and with reference to the SFIA Rate Card.

As a result, the delivery of Mazetime is based on a combination of Mazepoint Support, Software and Hosting Services, as follows:

Mazetime Service	Relevant G-Cloud Service
Consultancy, Development and Support: - Service Features and Benefits described in the Mazepoint Support and Mazetime Services definitions	Support Service
Software - Mazetime Software (see pricing below)	Software Services
Hosting - Mazepoint Hosting Service (see Hosting Service pricing below)	Hosting Service

3.4.1 Volume Discounts

Mazetime pricing including volume discounts is as follows:

User Packs	Number of Users	Monthly Cost Per User
First	20	£20.83
Next	980	£0.83

Mazetime requires a minimum of 20 users.

Typical pricing is therefore:

Number of Users	Total Per Month	Total Per Annum	Monthly Cost Per User
20	£416.67	£5,000	£20.83
200	£566.67	£6,800	£2.83
500	£816.67	£9,800	£1.63

3.5 Mazepoint Support Services

Mazepoint Support Services are delivered according to the number of days required by the customer, based on the agreed Statement(s) of Works and with reference to Mazepoint's SFOI Rate Card, as follows:

Service Item	Service Category	SFIA RC Reference	Cost per day
Understand the current user environment and why change is required	Consulting	7	£1,500
Diagnose existing issues and help define steps to resolve them	Consulting	7	£1,500
Map vision of improvements to known capabilities of software tools	Consulting	5	£1,350
Proof of concepts to help stakeholders understand new system potential	Consulting + Development	4+5	£950-£1,350
Produce and agree specification documents	Consulting	6	£1,350
Technical review of current infrastructure, security and systems for compliance	Development	5	£1,350
Project plan (milestones, dependencies, risks, resources, communications, testing, delivery)	Consulting	5+6	£1,350
System implementation (infrastructure, data, modelling, outputs, visualisations, user engagement)	Development	4	£950
Software training for power users, general users and technical staff (up to 8 users)	Training	N/A	£1,600
Consultancy, Development and Support training	Training	6	£1,350
Full system support with Mazepro ticketing and agreed service levels	Support	2	£800
Change Requests (Standard)	Development	4	£950
Change Requests (Normal)	Consulting + Development	4+5	£950-£1,350
Standard Support Subscription	Support		£250 Per month
Premium Support Subscription	Support		£500 Per month

Volume discounts are not available for Support Services.

3.6 Mazepoint Hosting Services

Mazepoint hosting services include the hardware, operating system and security software required to deliver Mazepoint's Software and Support services, as well as daily management and administration of this platform by Mazepoint's technical team. Each host is delivered in the form of a Virtual Machine configured to the specific requirements of each customer. Pricing is driven by the number of Virtual Machine Units required for each customer's project and system. The following table provides an indication of the number of Virtual Machines that might typically be required, depending on the complexity of the application and the number of users supported:

Software	Number of VMUs	Number of Users	Monthly Cost Per VMU	Total Per Month	Total Per Annum
Jedox	2	25-50	£200	£400	£4,800
Mazeview	2	1,000	£200	£400	£4,800
Tableau	3	100	£200	£600	£7,200
Data Services - Light	1	N/A	£200	£200	£2,400
Data Services - Heavy	6	N/A	£200	£1,200	£14,400

Volume discounts are not available for Hosting Services.

3.7 Expenses and Travel Time

Travel and subsistence costs where work is carried out in the customer's offices or locations other than Mazepoint offices may be chargeable at cost without mark-up. Travel time exceeding 2 hours will be charged at 50% of the hourly rate agreed for the work.

4 User Journeys

The following are two typical user journeys when implementing Mazepoint's services for the purpose of calculating prices.

4.1 Scenario 1 – Replacing an existing Data Analytics and Actuals Reporting Service

A customer seeking to replace the administrative overhead, data quality issues and lack of auditability of a simple Excel-based actuals analysis and reporting framework would typically go through the following process:

4.1.1 Project Specification

The project specification phase will mainly involve Mazepoint Support Services, whereby Mazepoint business and technical specialists will work with the customer to identify the existing operational issues that are a barrier to change and then to establish the vision of the improvements and value added by the new system. Data sources will be reviewed with recommendations for as much automation as possible. This information will then be translated into a detailed specification document that will be agreed with the customer before the final price and timescales are agreed. Where there is a degree of uncertainty about the desired outcomes a contingency budget will be agreed on a Time & Materials basis to allow for more agile system delivery.

Mazepoint Services	SFIA Rate	Days	Price
Support Services: Specification	£1,500	2	£3,000
Data Services: Data connectivity and mapping	£950	5	£4,750
Sub-Totals	**£2,450**	**7**	**£7,750**

4.1.2 System Design and Build

The next phase involves the final design of the analytical model (cube), buying the software, building the model and testing it, following which the agreed number of output reports can be designed and built, using Microsoft Excel or a very similar environment on Jedox Web. In the following table we have estimated 3 simple reports.

Mazepoint Services	SFIA Rate	Days	Price
Support Services: Build and test analytical model	£950	5	£4,750
Support Services: Design and build output reports	£950	5	£4,750
Software Services: Analytics Modelling (Jedox) (5 users)	N/A	N/A	£13,440
Sub-Totals	**£1,900**	**10**	**£22,940**

4.1.3 User Acceptance Testing, Training and Go-Live

The final phase is for the customer to test the service, confirm its accuracy and the quality of the data update and model change procedures, train users and finally put the service into production for 12 months on Mazepoint hosted servers for monthly reporting.

Mazepoint Services	SFIA Rate	Days	Price
Support Services: System testing	£950	1	£950
Support Services: Training (up to 8 users)	N/A	2	£3,200
Support Services: Project Management	£1,350	2	£2,700
Hosting Service: 2 VMUs for 12 months	N/A	N/A	£4,800
Sub-Totals	**£2,300**	**5**	**£11,650**

Further development cycles might be added following User Acceptance Testing based on user feedback. Mazepoint's project management approach based on a combination of Waterfall and Agile models can be adapted to manage this.

4.1.4 Project Summary

Total Project Implementation Time: 22 days
Total Project Cost over 12 months: £42,340

4.2 Scenario 2 – Using Tableau on existing data sources

A customer seeking to enhance their existing reporting with faster ad hoc analytics, richer, self-service dashboards and streamlined administration using Tableau would typically go through the following process:

4.2.1 Project Specification

As with the first project journey above, the project specification phase will mainly involve Mazepoint Support Services, whereby Mazepoint business and technical specialists will work with the customer to identify the existing operational issues that are a barrier to change and then to establish the vision of the improvements and value added by the new system. Data sources will be reviewed with recommendations for as much automation as possible. This information will then be translated into a detailed specification document that will be agreed with the customer before the final price and timescales are agreed. Where there is a degree of uncertainty about the desired outcomes a contingency budget will be agreed on a Time & Materials basis to allow for more agile system delivery.

Mazepoint Services	SFIA Rate	Days	Price
Support Services: Specification	£1,500	2	£3,000
Data Services: Data connectivity and mapping	£950	2	£1,900
Sub-Totals	**£2,450**	**4**	**£4,900**

The above assumes simple data connectivity processes.

4.2.2 Software Installation and Training

NB: It is important to note that Tableau Software only quote prices in US Dollars. The software prices below are therefore indicative only, based on the Sterling – US Dollar exchange rate at the time of writing, and may be higher or lower depending on the exchange rate at the time of purchase.

Tableau is designed to increase the self-sufficiency of users when they interact with data to produce analysis and reports, and therefore there is a strong emphasis on user training. During the early stages of the project only Basic Training may be required, with Advanced Training following later once the service is better established. Software installation and user configuration can be completed quickly.

The following table of prices assumes the purchase of 2 Tableau Desktop Professional perpetual licences, including first year maintenance. The second year maintenance cost and beyond is estimated to be £648 for 2 users, depending on the exchange rate. Tableau Desktop is required to connect to data sources, design dashboards and publish them. At this point the Hosting Service would be introduced and further Tableau licences purchased, this time in the form of Tableau Web Interactors for users to access reports and dashboards produced by the users of Desktop Professional.

Mazepoint Services	SFIA Rate	Days	Price
Software Services: Tableau Desktop (2 licences)*	£0	N/A	£3,238
Support Services: Software installation and configuration	£950	0.5	£475
Support Services: Tableau Basic Training (up to 8 users)	N/A	2	£3,200
Support Services: Tableau Advanced Training (up to 8 users)	N/A	2	£3,200
Support Services: Tableau Server Training	£1,350	0.5	£675
Software Services: Tableau Web Interactor (10 licences)*	N/A	N/A	£8,100
Hosting Service (12 months)	N/A	N/A	£4,800
Sub-Totals	**£2,300**	**5**	**£15,588**

*Includes Year 1 annual software maintenance costs

4.2.3 Visualisation design consulting

At this point, the customer may feel their team has sufficient Tableau skills to develop their own dashboards and reports, in which case the Services delivered by Mazepoint may be sufficient. However, when more complex dashboards and reports are planned, involving complex data sources, further Support Services may be required.

Mazepoint Services	SFIA Rate	Days	Price
Support Services: Visualisation Design Consultancy	£1,350	3	£4,050
Sub-Totals	**£1,350**	**3**	**£4,050**

4.2.4 Data integration for production environment

Similarly, where the customer has prototyped a complex dashboard drawing data from multiple disparate sources they may decide to move this into production so that it can be

used on a daily, weekly or less frequent basis. This will involve setting up more automated data Extraction, Transformation and Loading (ETL) processes for which they may either need assistance or additional human resources. In this case Mazepoint Data Services could be provided.

Mazepoint Services	SFIA Rate	Days	Price
Data Services: Data integration for production	£950	5	£4,750
Sub-Totals	**£950**	**5**	**£4,750**

4.2.5 User Acceptance Testing and Go-Live

At some stage in the above process there will be a phase of user acceptance testing followed by the decision to make the service available to users.

Mazepoint Services	SFIA Rate	Days	Price
Support Services: System testing and go-live	£950	1	£950
Support Services: Project Management	£1,350	1	£1,350
Sub-Totals	**£2,300**	**2**	**£2,300**

The Project Management time would be spread over the life of the implementation. Further development cycles might be added following User Acceptance Testing based on user feedback. Mazepoint's project management approach based on a combination of Waterfall and Agile models can be adapted to manage this.

4.2.6 Project Summary

Time and cost will depend on the options chosen by the customer but would be in the following range:

Total Project Implementation Time:	9 - 19 days
Total Project Cost over 12 months:	£27,688 - £39,688