



Infrastructure as a Service (IaaS)

Compute with Storage and Backup

PRICING DOCUMENT



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1 Cloud+ IaaS Pricing

1.1 Service Pricing Guide

Pricing your Cloud+ service is a simple 4 step process:

- **Step 1: Networking** – Select the required networking services (Please note: Base Networking is required for all Cloud+ services)
- **Step 2: Compute** – Select the required compute resources to build your Cloud+ Server Infrastructure
- **Step 3: Management** – Select any monitoring or management services for your Cloud+ servers
- **Step 4: Backup** – Select the required backup service for your Cloud+ servers

1.2 Cloud+ Networking Pricing

	Single Site ¹		Dual Site ¹	
	Setup	Monthly	Setup	Monthly
Base Networking²	£375	£250	£1500	£350
Load Balancer (100Mbps)³	£650	£365	£650	£485
VSG²	£650	£400	£650	£550
VPN/RAS Solution⁴	£650	£300	£650	£425
Internet (5Mbps)	£650	£110	£650	£125
WAN Connectivity	POA	POA	POA	POA
1Gb Network Port⁵	£25	£21	£50	£42
10Gb Network Port⁶	£25	£44	£50	£88

- 1 All networking options must match the standard networking configuration. If dual site standard networking is taken, then all additional options must be dual site.
- 2 Initial setup limited to a single policy with up to 5 standard (IP source, IP destination, tcp/udp port) user defined rules per interface (ACL or NAT).
- 3 Initial setup limited to a single VIP address with internet address (if required), balanced to a maximum of 3 real servers using a non-persistent/non-sticky least-connection balance algorithm.
- 4 Initial setup limited to a single site to site VPN or RAS (client or SSL) configuration with a maximum of 10 locally defined users. Internal interface ACLs limited to 10.
- 5 1000Base-T.
- 6 Requires SFP+ Module, price not included.

1.3 Cloud+ Compute Pricing

1.3.1 Cloud+ Shared Cloud

	Single Site		Dual Site	
	Setup	Monthly	Setup	Monthly
Base Virtual Server	£100	£91	£100	£135
Additional vCPU	Free*	£21	Free*	£45
Additional 1Gb RAM	Free*	£9	Free*	£15
Tier 3 Storage (per 1Gb)	Free*	£0.15	Free*	£0.32
Tier 2 Storage (per 1Gb)	Free*	£0.25	Free*	£0.56
Tier 1 Storage (per 1Gb)	Free*	£0.35	Free*	£0.80

1.3.2 Cloud+ Physical Servers

	Single Site		Dual Site	
	Setup	Monthly	Setup	Monthly
Basic	£750	£850	£1200	£1800
Standard	£750	£950	£1200	£2000
Ultra	£750	£1100	£1200	£2300
Tier 3 Storage (per 1Gb)	Free*	£0.15	Free*	£0.32
Tier 2 Storage (per 1Gb)	Free*	£0.25	Free*	£0.56
Tier 1 Storage (per 1Gb)	Free*	£0.35	Free*	£0.80

*Free at the time of server provisioning, post provisioning changes charged at £75

1.3.3 Cloud+ Private Cloud

Pricing excludes any hypervisor and guest operating system license costs.

	Single Site		Dual Site	
	Setup	Monthly	Setup	Monthly
Basic	£750	£950	£1200	£2000
Standard	£750	£1050	£1200	£2200
Ultra	£750	£1200	£1200	£2500
Tier 3 Storage (per 1Gb)	Free*	£0.15	Free*	£0.32
Tier 2 Storage (per 1Gb)	Free*	£0.25	Free*	£0.56
Tier 1 Storage (per 1Gb)	Free*	£0.35	Free*	£0.80

*Free at the time of server provisioning, post provisioning changes charged at £75.

1.3.4 Server Hosting

	Single Site		Dual Site	
	Installation	Monthly	Installation	Monthly
1U, 500W, Shared Rack*	£750 per Server	£115	£1200 per Server Pair.	£230
2U, 750W, Shared Rack*		£195		£390
4U, 1250W, Shared Rack*		£360		£720
42U, 4KW, Dedicated Rack	POA	£1995	POA	£3990

*Managed servers only, no customer access to shared racks.

1.4 Cloud+ Server Management Pricing

	Setup	Monthly
Server Monitoring	£400 per server	£55
Server Management		£85
Server Patching		£15
Server Capacity Reporting		£5

1.5 Cloud+ Storage Pricing

	Single Site		Dual Site	
	Setup	Monthly	Setup	Monthly
Tier 3 (per 1Gb)	£375 per Server	£0.15	£600 per Server Pair.	£0.32
Tier 2 (per 1Gb)		£0.25		£0.56
Tier 1 (per 1Gb)		£0.55		£0.80
8Gb Fibre Channel Port		£36		£72

1.6 Backup (Secure Data Protection) Pricing

	Setup	Monthly
Basic (per 1Gb)	£100 per server*	£0.59
Standard (per 1Gb)		£0.65
Enhanced (per 1Gb)		£1.45

*Excludes agent deployment and configuration.

2 Sentinel IaaS Pricing

2.1 Compute

Step one: Customers select their virtual infrastructure requirements. Using the table below, select Mini, Small, Medium or Large virtual machines and the quantities of each size. Customers also need to decide on whether they require single or dual site for their infrastructure components. It is possible to mix and match within a single infrastructure. For example, web servers can be single site but the application servers can be dual site with the virtual machine images replicated to the secondary data centre for disaster recovery. Additionally customers can select any RAM or vCPU increments if required over and above the pre-sized templates up to the platform stated limits.

2.1.1 Compute – Infrastructure

There are 4 standard infrastructure size variations available within SCC's Sentinel IaaS offering. These are as follows:

	Memory (GB RAM)	Number of vCPU's	Storage Boot Partition Size (GB)	Storage PageFile (GB)	Single Site Price	Dual Site Price
Mini	2	1	90	10	£84.00	£178.00
Small	4	1	90	10	£107.00	£217.00
Medium	8	2	90	10	£196.00	£393.00
Large	16	4	90	10	£375.00	£747.00

If customers wish to expand resources over the pre-set virtual machine sizes in the table above, SCC offer the option to expand RAM and add vCPUs. The options available for expanding the standard infrastructure offerings are as follows:

Service Component	Single Site	Dual Site
1GB RAM increment	£12.00	£21.00
vCPU Increment	£59.00	£111.00

*** Maximum vCPU per VM = 8, Maximum RAM per VM = 64GB**

SCC's Sentinel platform is housed within Tier 3+ UK data centres delivering resiliency at all levels of the infrastructure, providing a stable, reliable infrastructure platform. In order to offer additional levels of availability and redundancy SCC provide the option for a dual site implementation, utilising SCC's secondary Data Centre as a cold standby facility for the customer's infrastructure. The following table provides the options available for Single site and Dual Site Infrastructure options and the corresponding Availability Service Level Agreement:

Infrastructures Option	Availability SLA
Single Site	99.9%
Dual Site (not available on Bronze Service)	99.95%

2.1.2 Compute – Service

Step two: Customers select their service level requirements for the virtual infrastructure within their cloud tenancy. SCC is uniquely placed to offer a complete mix and match provision within a cloud tenancy. For example customers can select web servers on a Gold Service and then, due to application compatibility, select application servers on a Silver Service with Anti-virus and OS Monitoring as optional extras.

SCC's Sentinel platform provides three standard service models as part of its IaaS offering. Each of these Service Models aims to meet the different needs of its customers by providing varying levels of integration and support. The three options are as follows;

1. **BRONZE** – Our rawest infrastructure service ideal for development or proof of concept exercises. SCC provide the hypervisor support, the customer does the rest. Please refer to the table below for a full breakdown of services that are in and out of scope.
2. **SILVER** – A flexible and secure infrastructure service with options for SLAs. A customisable menu of services allowing customers to pick and choose what they'd like to retain in-house for application or operating system control. Please refer to the table below for a full breakdown of services that are in and out of scope.
3. **GOLD** - A fully managed and monitored secure Infrastructure service with options for SLAs. Provides full monitoring, alerting and Disaster Recovery. Please refer to the table below for a full breakdown of services that are in and out of scope.

	BRONZE	SILVER	GOLD
Service Cost	£0.00	£59.00	£136.00
Service Options			
Compute Availability	99.90%	99.90% & 99.95%	99.90% & 99.95%
GSC	OFFICIAL	OFFICIAL	OFFICIAL
Connectivity	Internet PSN Assured PSN Protected PSN IPED Site to Site VPN N3	Internet PSN Assured PSN Protected (PSN IPED Site to Site VPN N3	Internet PSN Assured PSN Protected PSN IPED Site to Site VPN N3
Orchestration Portal	✓	✓	✓
Monitoring Portal	£3 per month per VM	✓	✓
DR Option (99.95%)	✗	✓	✓
Available OS	Any supported by vSphere 5.5 ¹	Any supported by vSphere 5.5 ^{1 and 2}	Any supported by vSphere 5.5 ^{1 and 2}
OS Support	✗	£63 per month per VM	✓
OS Patching	✗	£26 per month per VM	✓
OS Monitoring	✗	£16 per month per VM	✓
Antivirus	✗	£3 per month per VM	✓

	BRONZE	SILVER	GOLD
GPG13 secure monitoring	✗	£7 per month per VM	✓
NTP Service	✓	✓	✓

Optional step three: A customer may wish to 'add on' additional service options to each server according to its function. The relevant figures for optional 'add on' services are detailed below and can then be added to the cost illustration.

Add-Ons	BRONZE	SILVER	GOLD
Patch Repository	✗	£3 per month per VM RHEL 5 & 6, Win Server 2008 2012 CentOS 7	N/A
Load Balancing	✗	£60 per change request	£60 per change request
Forward Proxy	✗	£1.95 per user/device per month	£1.95 per user/device per month
Reverse Proxy	✗	£30 per published URL per month	£30 per published URL per month
Application Monitoring	✗	£14 per month per application instance ³	£14 per month per application instance ³
Hybrid Cloud*	✗	✓	✓
DR Testing	✗	POA	POA

*NB - SCC is also able to provide a Cloud Service encompassing physical and virtual servers to Sentinel tenants. Utilising our network links we are able to provide the capability for cloud tenants to deploy a mixed estate as part of their migration to the cloud. This allows organisations and departments to manage resources in-house and have some resources deployed and managed via SCC's Sentinel cloud platform. The customer must incorporate their hybrid requirement alongside a Sentinel based tenancy.

1. Windows Server 2008, 2008 R2, 2012, 2012 R2, & 2016
2. Red Hat Enterprise Linux 5 & 6
3. An application instance is based on £14 per alert type

2.1.3 Compute – Hybrid Cloud

Optional step four: If customers require the deployment of a hybrid cloud – e.g. resources residing in Sentinel and resources that cannot be virtualised, maybe due to licence constraints – then customers can select the relevant option from the table below and apply the pricing to the overall cost illustration. Customers can then select individual service features listed under the 'Silver' option in the table detailed in [Section 2.1.2](#).

	One-Off Charge	Monthly Recurring
Primary DC Quarter Rack	£4,722.57	£490.32
Primary DC Full Rack	£18,890.28	£1,961.28

Secondary DC Quarter Rack	£6,040.28	£795.93
Secondary DC Full Rack	£24,161.11	£3,183.72

Included within the secure Hybrid Cloud are costs for power, secure access and caging, in rack switching, cross-connection cabling and the cabling installation costs.

2.2 Secure Storage

Step five: *Customers select their storage requirements within the cloud tenancy. Customers have the flexibility of mixing and matching storage tiers related to the workloads. A purchased set of storage can be split across several virtual machines – not just associated to one. For example, a 20GB Tier 2 disk can be split across two web servers and two application servers – 4 x 5GB or any permutation thereof.*

SCC's Secure Storage service provides readily available, managed scalable storage up to OFFICIAL, of the Government Security Classification Policy, inclusive within this is caveated information, such as OFFICIAL Sensitive:

- On a per GB per month basis
- Scalable up or down
- Comprising 4 tiered options
 - Tier 0 – Extreme high performance storage (based on 25% SSD and 15k SFF disks)
 - Tier 1 – High Performance transactional database and VDI (based on 10% SSD and 10k SFF disks)
 - Tier 2 – Mid Level performance for standard applications (based on 10k SFF disks)
 - Tier 3 – Archival purposes (based on near line)
- With a choice of 99.9% and 99.95% availability delivered from single or dual UK data centres depending upon the SLA required
- The dual site solution uses tier 2 disk for DR storage purposes. In the event of a disaster some systems (those that would normally use tier 0 and 1 disk only) would run at reduced disk performance. However, depending on specific customer requirements, we would discuss secondary site storage as part of discovery
- With backup from our Secure Backup Service available as an additional service
- The service will be billed monthly in arrears
- The pricing for this service shall be based upon the units of storage consumed with a variance made for the availability service level required:

Service Component	Unit Cost Per Month
Secure Managed Storage (Single Site)- Tier 0	£0.50 per GB
Secure Managed Storage (Single Site)- Tier 1	£0.23 per GB
Secure Managed Storage (Single Site)- Tier 2	£0.17 per GB
Secure Managed Storage (Single Site)- Tier 3	£0.05 per GB
Secure Managed Storage (Additional Replication)- Tier 0 to 3 <i>(based on Tier 2 performance)</i>	£0.17 per GB + Single Site Tier price

2.3 Secure Backup

Step six: *Customer selects the required Backup Service; Basic, Standard or Enhanced. The table below details the service specifics with retention details and customers have the option to have backup data replicated to the secondary SCC data centre.*

SCC's Secure Backup service provides secure readily available ready to run managed backup of your environment:

- On a per GB per month basis
- With a choice of 99.9% and 99.95% availability delivered from single or dual UK data centres depending upon the SLA required
- Connected to the secure backup network
- VM level backup and restore with agent based individual file restore capabilities
- Application aware backups. Examples include: Exchange, SQL, SharePoint, and Active Directory

The pricing for this service shall be based upon the units of backup consumed by the service with a variance made for the availability service level required.

The base unit costs for the service shall be offered against the following performance metrics:

Service Component	Single Site Unit Cost Per Month	Dual Site Unit Cost Per Month
Basic Secure Backup- Backup to disk (7 Days Retention)	£0.50 per GB	£0.65 per GB
Standard Secure Backup - Backup to disk (14 Days Retention)	£0.55 per GB	£0.75 per GB
Enhanced Secure Backup - Backup to disk (30 Days Retention)	£0.65 per GB	£0.85 per GB
Over 30 Days Off-site Tape	POA	POA
Price includes 1 restore per month	£60 per additional restore	N/A

- Backup jobs are performed on an incremental basis except any job performed on a Friday (weekly job) which is a full backup
- SCC recommends that Single Site backups are only used for non-critical systems i.e. development and proof of concept environments
- Backup Elasticity – As required relative to the capacity allocated on the primary Storage as a Service platform
- Price based on maximum single backup taken during given period, not storage used. The service shall then be billed per unit per month in arrears
- The agents necessary to backup specific products will be required and defined within the initiation of the service with the Customer
- Granular restores (not the full image) require Silver or Gold service to be taken, see Section 2.1.2

2.4 Networking

Step seven: The next step is to determine the network requirements. As per the table in Section 2.1.2, SCC is able to provide differing connectivity options.

Service Component	Notes	Price
Internet (Single Site)	Connectivity to the internet on dedicated bandwidth	£20 per Mb/s
Internet (Dual Site)	Connectivity to the internet on dedicated bandwidth	£40 per Mb/s
PSN Assured Connectivity (Single Site)	Connectivity to the PSN on dedicated bandwidth	£20 per Mb/s
PSN Assured Connectivity (Dual Site)	Connectivity to the PSN on dedicated bandwidth	£40 per Mb/s
PSN Protected Connectivity (Single Site)	Connectivity to PSN Protected on dedicated bandwidth	£40 per Mb/s
PSN Protected Connectivity (Dual Site)	Connectivity to PSN Protected on dedicated bandwidth	£80 per Mb/s
Secure Internet Gateway	For secure internet browsing including: web filtering, reporting and monitoring	£245 per month
SCC site to site VPN	Connectivity to Sentinel via a SCC managed encryption service using CPA Foundation Grade devices	One-Off Set Up £4,500.00 Monthly Recurring - £1,250.00
N3 Connectivity		POA
Internet Facing Denial of Service Protection	Denial of Service protection for internet facing web sites and services	POA

2.5 Service Management

Step eight: The final step is to determine the service delivery management requirements. As per the table in Section 2.1.2, SCC is able to provide differing SDM options.

2.5.1 Service Delivery Management

SCC provides the following service component options as part of Service Delivery Management for the Sentinel IaaS.

Service Element	Base	Standard	Enhanced
Service Report – Standard Sentinel Report	Quarterly	Monthly	Monthly
Service Review – Telephone	Quarterly	Monthly	N/A
Service Review – Face to face	✗	Quarterly	Monthly
Escalations / MIM	✓	✓	✓
Customer CAB Participation	✗	✗	✓
CSIP	✗	✓	✓
Road Mapping / Futures	✗	✗	✓
Risk / Issue Management	✗	✓	✓
Account Communication	✓	✓	✓
Committed Days	2	3	5
Price	£1,250.00	£1,875.00	£3,125.00

- Prices stated are monthly
- Price is subject to the complexity and scale of the solution and will be discussed during discovery

2.5.2 Service Desk

SCC will provide a single central point of contact for customers of the Sentinel IaaS. SCC will log and manage all incidents and service requests (including access requests) and provide an interface for all other service operation processes and activities.

The Service Desk shall:

- Receive and log into the ITSM Service Management System all Sentinel related incidents and requests, categorising and prioritising them
- Carry out first-line investigation and diagnosis
- Manage the lifecycle of logged Sentinel related incidents and requests, escalating as appropriate and closing them when the Customer is satisfied
- Keep customer representatives informed of the status of incidents and requests

Service Component	Notes	Price
Sentinel Service Desk (platform)	Management of Incidents and Service Requests associated with the Sentinel Platform	£30 per ticket

2.5.3 Major Incident Management

SCC shall provide a Major Incident Management service for Sentinel IaaS related high priority incidents. This service shall follow ITIL guidelines and follow standard SCC process.

For major incidents that the customer manages and owns, SCC shall provide reasonable assistance in support of the incident.

Service Component	Notes	Price
Sentinel Major Incident Management (platform)	Management of Major Incidents associated with the Sentinel Platform	£POA

2.5.4 Problem Management

SCC shall provide a Problem Management service for Sentinel IaaS related problems. This service shall follow ITIL guidelines and follow standard SCC process.

For Problems that the customer manages and owns, SCC shall provide reasonable assistance in support of the incident

Service Component	Notes	Price
Sentinel Problem Management (platform)	Management of Problems associated with the Sentinel Platform	POA

2.5.5 Change Management

SCC shall provide a Change Management service for Sentinel IaaS related changes. This service shall follow ITIL guidelines and follow standard SCC process.

For Change Management that the customer manages and owns, SCC shall provide reasonable assistance in support of the incident

Service Component	Notes	Price
Sentinel Change Management (platform)	Management of Changes associated with the Sentinel Platform	POA

As part of the sales engagement, SCC will work with the customer to understand their cloud requirements and walk them through the process from virtual infrastructure through to the connectivity requirements and appropriate solutions. Customers are also invited to email gcloud@scc.com for a copy of our cost calculator to help with your journey to the cloud.

Alternatively, you can use the email address to contact us for access to highly skilled pre-sales and delivery experts.

3 Discounts and Special Pricing

There are no volume discounts or education sector discounts available for these services.



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