

SERVICE DELIVERY TEAM

Serco S.p.A., Italy (hereinafter referred to as Serco) and Space Applications Services NV/SA (hereinafter referred to as SpaceApps) operate the EOPEN Managed Service providing an Integration as a Service framework to host processing of user applications on the ONDA DIAS using the EOPEN platform.

SERVICE USE

The EOPEN service has the following provisions:

Usage in the context of EC/ESA projects: Provided Serco and SpaceApps are participating in the project no additional fee other than those incorporated into the proposal for the project will be charged for the use of the service.¹

Usage for all other cases: Support in the form of a **short free trial period** or a **reduction in costs of the initial** use of EOPEN is offered to get you going. Submit your idea to use EOPEN (Points of contact at <https://www.onda-dias.eu/cms/marketplace/h2020-eopen-project/>).

Configurations

Standard use. A configuration offered by the EOPEN for general use of the services configured to offer the processing needs agreed with the user in the registration process.

Customised use. A configuration that is established by the user in the registration process. Customised resources are dedicated to the user.

Pricing

Pricing structure	User fee	Registration and Setup Fee	Computing costs
Standard use	350 Euro per month	500 Euro	Charged per hour/month used on ONDA**
Customised use	450 Euro per month	750 Euro	Charge passed through from ONDA***

Support

Pricing structure	Engineering support	Package support
Standard use	120 Euro/hour	150 hours/annum 15,000 Euros
Customised use	110 Euro/hour	150 hours/annum 15,000 Euros

Helpdesk is offered to all pricing structures. First hour of support no charge.

Training

Webinar	On-line workshop	Introduction (1 day on-site)	Advanced (2 day on-site)
On-line - Free	Held twice a year ½ day Free to registered users	2,600 Euro. up to 8 people	5,800 EURO. Up to 8 people

ONDA-DIAS usage

** Standard Use Processing Rates

The standard rates for the ONDA processing are offered - ref. to the Virtual Servers Prices of the Services section in the ONDA website

*** Customised Use Processing Rates

A configuration specific for the user needs will be defined with the user and an offer made by the Service Delivery Team. For customised or commercial usage an offer for EOPEN-ONDA usage will be worked out on a case-by-case basis, to be discussed with Service Delivery Team; also, a SLA will be created based on user needs.

Additional options

- Additional data sources
- On-premise installation
- Dedicated resources such as HPC can be included on request
- Full project support

All prices exclusive VAT.

¹ In case only one of the two partners providing the service is involved in the project the cost of the service provided by the partner not involved in the project will be agreed on a case-by-case basis.

EOPEN HOSTED PROCESSING SERVICE

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For information on this offer refer to the ONDA EOPEN Showcase (<https://www.onda-dias.eu/cms/marketplace/h2020-eopen-project/>" <https://www.onda-dias.eu/cms/marketplace/h2020-eopen-project/>)

For details on ONDA usage contact the ONDA helpdesk (<https://www.onda-dias.eu/cms/contact-us/>).