



G-Cloud 13



Crown
Commercial
Service

servicenow
Partner

Premier

MANAGED SERVICES:

We have access to latest software and with expertise in security & compliance, we provide excellence in technology.

By implementing our methodology you increase the productivity and lower business risk.



Expert Team



Lower Cost



Data Compliance



Flexibility of System



Focus on Business Goals



Extensive Support / Training

Services	Features	Measures	Price (£)
Managed Support Service	Fully-certified Managed Service team Dedicated Service Manager		£110,000 per annum (subject to agreed capacity*)
Core support	<ul style="list-style-type: none"> Resolution of incidents Full management of escalations to ServiceNow Fulfilment of standard requests Managed entirely within customer's instance 	Resolution SLAs P1 – 4 hours P2 – 8 hours P3 - 3 days P4 – 5 days	
Platform management	Patch and upgrade reviews determine impact to customer instance Testing and scheduling across all instances	Quarterly patching Up to 2 upgrades per year	
Service reporting & measures	<ul style="list-style-type: none"> Service status dashboards and weekly reporting Onsite status updates Service reviews 	CSAT or NPS, SLAs Monthly Quarterly	
Development	Minor enhancements to in-scope applications and processes Application extensions and additional functionality	Agreed during Onboarding	
Managed Support & Development Service	As above, plus: Application development scaled to customer demand Engagement Manager for roadmap and demand delivery Weekly idea and demand review	Capacity agreed individually with each customer	As above + required development capacity

- These prices are excluding expenses and are provided on a T&M basis
- We could agree to cap expenses at £5,000. This should be more than enough to run the on-site workshops (if less is required Ordnance Survey will only be billed for what is used)
- We invoice on month end for the resources used that month and our payment terms are 30 days from invoice date.
- Our standard lead time is 4 weeks from receipt of the signed Statement of Work and Purchase Order. We will endeavor to be flexible and start sooner according to your business requirements.
- Based on the scope of services and assumptions set forth, the services shall be performed on a fixed price basis and is charged in advance on an annual basis.



Contact Us

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