



Innovation Group

SCC ServiceNow SupportNow Pricing for G Cloud 14

Included in this document:

Pricing

Product Overview

PRODUCT OVERVIEW

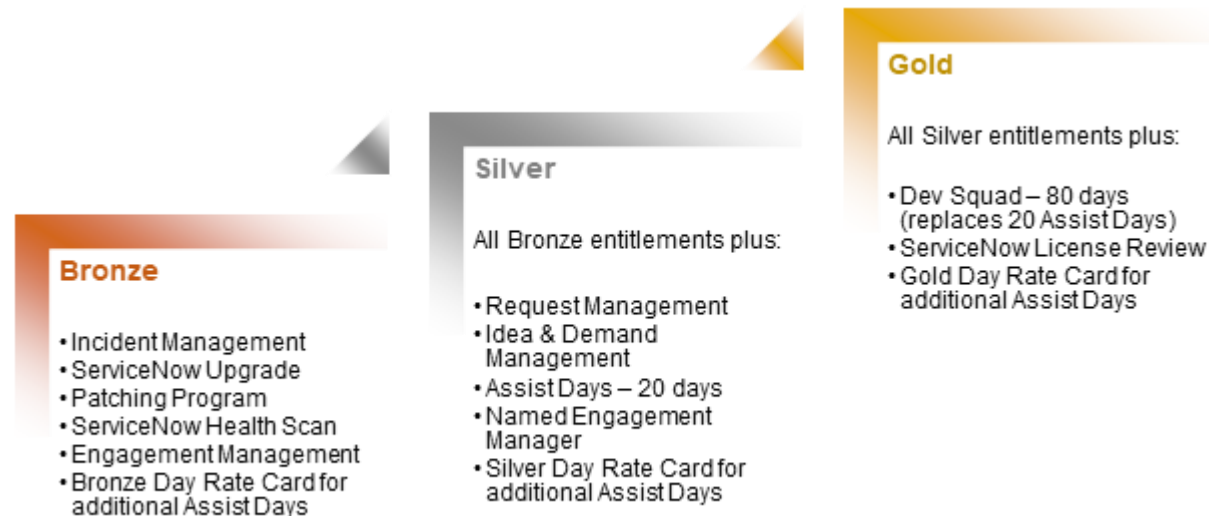
SCC is proud to be a ServiceNow Elite Partner. SCC has been recognised by ServiceNow with the EMEA Partner award in 2020. With a CSAT scoring of 4.61 out of 5 and over 100 certifications and accreditations in the Digital Automation Practice, we have earned our status as a leading partner in the ServiceNow ecosystem.

SCC offers a tier-based support structure that will align to any business need:

Bronze: Clients with a product owner, as well as some administration and development capabilities. Requires support with Incident Management and platform upgrades.

Silver: Clients with limited product owner and admin capabilities. Requires support with Incident & Request Management, some development and platform upgrades.

Gold: Clients with no ServiceNow capabilities. Wholesale outsourcing of Managed Services for ServiceNow.



Pricing

Based on our Silver service, the following service would be £90,000.
ITSM Platform Support for request management support. Also includes patching and release upgrades