

# **Innovation Group**

SCC ServiceNow SupportNow Pricing for G Cloud 14



### Included in this document:

Pricing Product Overview



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.



## Silver

All Bronze entitlements plus:

- Request Management
- Idea & Demand Management
- · Assist Days 20 days
- Named Engagement Manager
- Silver Day Rate Card for additional Assist Days

#### Gold

All Silver entitlements plus:

- Dev Squad 80 days (replaces 20 Assist Days)
- ServiceNow License Review
- Gold Day Rate Card for additional Assist Days

# Bronze

#### Incident Management

- ServiceNow Upgrade
- Patching Program
- ServiceNow Health Scan
- Engagement Management
- Bronze Day Rate Card for additional Assist Days

#### Gold

PRICING OVERVIEW

# 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