



## SMART SERVICES

# Hardware Management as a Service

Pricing Document



Secure



Manageable



Agile



Responsible



Technology

## Hardware Management as a Service

XMA's approach to pricing ensures transparency for our customers and demonstrates flexibility and tolerance of ever-changing market conditions. This solution has been designed specifically to be highly scalable and excellent value for money.

Our pricing structure for this service offering comprises both fixed and variable elements and is calculated based on the size of the customer estate.

### Fixed Service Fee

Where there are solutions and services delivered that are not linked directly to changes in volumes or throughput, these are defined as Fixed Costs. This enables us to provide you with a consistent and seamless service, regardless of what is happening in the industry, wider market, or changes in your internal delivery model.

Based on an example estate of 1,000 devices, the **Monthly Service Charge** will be **£2,812** which includes, service management, reporting, ticket administration, gold stock storage.

### Variable Charges

All other costs associated with our efficient delivery of our HMaaS model are charged based on consumption, meaning you only pay for what is consumed. We charge a consolidate unit rate per ticket for the following services:

<b>Hardware incident</b> (single device swap-out via standard parcel delivery)	<b>£98.35</b>
<b>Device Provision</b> (configuration and delivery of a one customer asset)	<b>£31.23</b>
<b>Device Collection</b> (collection, assessment and restocking of one customer asset)	<b>£83.51</b>

All prices quoted exclude VAT.

Pricing is provided based on using XMA's standard ITSM and provisioning tools.

Separate pricing can be provided should the customer require XMA to use the customer's own ITSM and provisioning tools.

Pricing includes the provision of a monthly service review and XMA standard monthly reports.

Prices and Service Descriptions are subject to the G-Cloud Supplier Terms and Conditions.