

SERVICE DESK AS A SERVICE – Pricing

RM1557.15 G-Cloud 15: Lot 3 –Cloud Support

Pricing

Service Desk as a Service - Scenario Pricing	One-off Charge	Monthly Charge
Per Contact Point	£61.44	£14.43
Price for the following Scenario: 1,300 Contact Points 1,540 Tickets per month (split as 1,200 Incidents, 300 Service Requests and 40 Change Requests) Catch & dispatch only No SC required 3 resolver teams/third parties 10 request catalogue items 8 applications and services supported by Service Desk No TUPE required		
Scenario Total	£79,872	£18,759