



ServiceNow Platform Management

G-Cloud 15 Pricing Document

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Platform Management Offerings

Inetum's Managed Service: Flexible Support, Tailored to You

Inetum's Platform Management provides a modular, customer-centric approach to ServiceNow support — designed to **supplement and strengthen in-house teams** with the right mix of expertise, responsiveness and strategic insight. Whether you need day-to-day operational help, long-term platform optimization, or flexible access to skilled professionals, our offering adapts to your needs.

INETUM'S PLATFORM MANAGEMENT		
Service Category	Assist	Optimize
Platform Administration	Admin + Maintenance and Patching	Full admin + proactive optimization
Incident & Problem Management	SLA Backed response & root cause analysis	Proactive support and monitoring
Change & Release Management	Change planning & implementation	Full DevOps pipeline integration
Service Catalog & Request Fulfillment	Custom workflows	advances automation & orchestration
CMDB & Asset Management	CI Relationships & lifecycle management	Full CMDB governance & discovery tuning
Performance Analytics & Reporting	Custom dashboards	predictive analytics & KPI optimization
Security Operations	Basic integration	Full SecOps suite support
Continuous Improvement	Quarterly reviews	Quarterly roadmap review and planning
Service Governance	Enhanced Monthly Service Report	Tailored Monthly Service Report & Quarterly Business Reviews

Indicative starting costs, per annum	
ASSIST	£48,000>
OPTIMIZE	£135,600>
EXTEND	Based on Required Role(s)

Platform Management | Pricing model

Following an in-depth analysis of the service provided and the knowledge of where you wish to take your current ServiceNow Platform, we will develop and agree with you a tailored resource profile to address any challenges impeding progress.

A proposal will be presented focusing on:

- Type of resource
- FTE / Hours per week
- Location (onshore, nearshore, offshore)
- In scope and on demand activities

The rates will follow those presented in the Pricing section. We will work with you to agree on the best model for your business needs, your weekly/monthly/annual priorities and your budget. Our platform management models and technical services are detailed in the Service Definition document.



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