



Pink Elephant EMEA Managed IT Support Services

Remote IT Support Service Price Sheet

2026

Pricing given below covers the core Remote Managed IT Service Desk services from Pink Elephant EMEA. Monthly costs exclude Transition and Onboarding activities, ITSM ticket tool provision, Provision of Telephony services, and any required remote connectivity licences or access. These elements are scoped and costed separately based on your specific environment and requirements.

Pricing is for dedicated resource delivering services against the SLA given below.

Priority	Response	Resolution	Target
1. Critical	15mins	*4 hours	98%
2. High	30mins	*16 hours	96%
3. Medium	4 hours	40 hours	95%
4. Low	8 Hours	80 hours	90%
Request	4 hours	80 hours	90%

** Managed P1/P2 communication and escalation inclusive.*

** Actual P1/P2 resolution outside of 1st Line support responsibility*

Service (Remote)	Support Hours	Skill Level	Language	Capacity Volume	Type	Monthly Fee	Transition Fee	Min Term
Managed IT Support Service Desk	24/7/365	L1	English	500	INC/REQ	£7,930	£10,364	24
Managed IT Support Service Desk	24/7/365	L1	English	1000	INC/REQ	£15,610	£15,464	24
Managed IT Support Service Desk	24/7/365	L1	English	1500	INC/REQ	£24,187	£20,999	24
Managed IT Support Service Desk	24/7/365	L1	English	2000	INC/REQ	£35,280	£25,765	24
Managed IT Support Service Desk	24/7/365	L1	English	3000	INC/REQ	£52,657	£30,565	24
Managed IT Support Service Desk	24/7/365	L1	English	4000	INC/REQ	£68,665	£35,965	24
Managed IT Support Service Desk	24/7/365	L1	English	5000	INC/REQ	£83,116	£41,175	24
Managed IT Support Service Desk	24/7/365	L1	English	6000	INC/REQ	£97,317	£46,575	24
Managed IT Support Service Desk	24/7/365	L1	English	7000	INC/REQ	£114,460	£51,786	24



Managed IT Support Service Desk	24/7/365	L1	English	8000	INC/REQ	£142,442	£57,186	24
Managed IT Support Service Desk	24/7/365	L1	English	9000	INC/REQ	£157,110	£62,398	24
Managed IT Support Service Desk	24/7/365	L1	English	10000	INC/REQ	£172,400	£67,698	24

Service (Remote)	Support Hours	Skill Level	Language	Capacity Volume	Type	Monthly Fee	Transition Fee	Min Term
Managed IT Support Service Desk	24/7/365	L1	Bilingual	500	INC/REQ	£17,206	£10,364	24
Managed IT Support Service Desk	24/7/365	L1	Bilingual	1000	INC/REQ	£25,457	£15,464	24
Managed IT Support Service Desk	24/7/365	L1	Bilingual	1500	INC/REQ	£34,946	£20,999	24
Managed IT Support Service Desk	24/7/365	L1	Bilingual	2000	INC/REQ	£43,902	£25,765	24
Managed IT Support Service Desk	24/7/365	L1	Bilingual	3000	INC/REQ	£61,642	£30,565	24
Managed IT Support Service Desk	24/7/365	L1	Bilingual	4000	INC/REQ	£83,155	£35,965	24
Managed IT Support Service Desk	24/7/365	L1	Bilingual	5000	INC/REQ	£102,999	£41,175	24
Managed IT Support Service Desk	24/7/365	L1	Bilingual	6000	INC/REQ	£123,465	£46,575	24
Managed IT Support Service Desk	24/7/365	L1	Bilingual	7000	INC/REQ	£143,206	£51,786	24
Managed IT Support Service Desk	24/7/365	L1	Bilingual	8000	INC/REQ	£163,520	£57,186	24
Managed IT Support Service Desk	24/7/365	L1	Bilingual	9000	INC/REQ	£182,653	£62,398	24
Managed IT Support Service Desk	24/7/365	L1	Bilingual	10000	INC/REQ	£201,551	£67,698	24



Service (Remote)	Support Hours	Skill Level	Language	Capacity Volume	Type	Monthly Fee	Transition Fee	Min Term
Managed IT Support Service Desk	24/7/365	L2	English	500	INC/REQ	£10,450	£10,364	24
Managed IT Support Service Desk	24/7/365	L2	English	1000	INC/REQ	£21,050	£15,464	24
Managed IT Support Service Desk	24/7/365	L2	English	1500	INC/REQ	£31,913	£20,999	24
Managed IT Support Service Desk	24/7/365	L2	English	2000	INC/REQ	£43,480	£25,765	24
Managed IT Support Service Desk	24/7/365	L2	English	3000	INC/REQ	£64,999	£30,565	24
Managed IT Support Service Desk	24/7/365	L2	English	4000	INC/REQ	£86,199	£35,965	24
Managed IT Support Service Desk	24/7/365	L2	English	5000	INC/REQ	£102,497	£41,175	24
Managed IT Support Service Desk	24/7/365	L2	English	6000	INC/REQ	£122,502	£46,575	24
Managed IT Support Service Desk	24/7/365	L2	English	7000	INC/REQ	£142,701	£51,786	24
Managed IT Support Service Desk	24/7/365	L2	English	8000	INC/REQ	£162,934	£57,186	24
Managed IT Support Service Desk	24/7/365	L2	English	9000	INC/REQ	£182,970	£62,398	24
Managed IT Support Service Desk	24/7/365	L2	English	10000	INC/REQ	£201,239	£67,698	24

Service (Remote)	Support Hours	Skill Level	Language	Capacity Volume	Type	Monthly Fee	Min Term
ITSM Asset Manager	09:00-17:00	Manager	English	x1	Asset Management	£6,664	24
ITSM Major Incident Manager	09:00-17:00	Manager	English	x1	MI Management	£6,798	24
ITSM Problem Manager	09:00-17:00	Manager	English	x1	Problem Management	£6,798	24
ITSM Change Manager	09:00-17:00	Manager	English	x1	Change Management	£7,811	24