

Pink Elephant EMEA Technology Services Price Sheet

Freshservice | HaloITSM | Ivanti | ServiceNow



2026

At Pink Elephant we base our pricing on the exact scope, size, and complexity of the organisation. To give an indication of the costs associated to implementing the solutions we support, we have based the below pricing examples on a fictive scope.

This scope is aligned to the most commonly implemented elements of the solutions and assumes a full out-of-the-box implementation with limited to no changes to the standard system. We correct this by applying our over 40 years experience in the field of Service Management, to account for factors such as process and data complexity and complexity of the solution. Next to this we also account for the additional workload that is associated to larger and more complex organisations acquiring more licenses.

We want to emphasise that exact scoping is required for each project, and that the pricing associated will be adjusted based on this exact scope. We will always do our best to match your budget.

Our services pricing is based on a flat day rate for a consultant, project manager, integration specialist and/or architect, based on an 8-hour workday.

The day rates are:

- £ 900.00 ex. VAT for remote delivery
- £ 1,050.00 ex. VAT for on-site delivery

An overall project discount is discussed after scoping and the creation of a tailored offer.



Subject	Element	Description	Freshservice	HaloITSM	Ivanti Neurons for ITSM	ServiceNow ITSM
ITSM	Core Configuration & Design					
	Security Groups Setup					
	SSO / Entra integration					
	Email Configuration					
	Incident management	Functional OOTB Process Implementation				
	Service request management	Functional OOTB Process Implementation				
	Change management	Functional OOTB Process Implementation				
	Problem management	Functional OOTB Process Implementation				
	Knowledge management	Functional OOTB Process Implementation				
	Configuration / Asset management	Functional OOTB Process Implementation				
	Service level management	Functional OOTB Process Implementation				
	Selfservice	Functional OOTB Process Implementation				
	Customer Survey (CSAT)	Functional OOTB Process Implementation				
	Dashboards	(Timeboxed)				
ITSM Configuration - Days			16	21	29	40
Project Management and other activities						
	Project Management					
	Go-Live prep & support					
	Hypercare					
Project Management and other activities - Days			7	8	11	15
Subtotal Implementation Days			23	29	40	55

The subtotal of implementation Days reflects the estimated amount of days for a small implementation (between 0 and 34 licenses), but does require additional scoping sessions to confirm or adjust for complexity. For larger implementations we apply a correction which is reflected in the pricing below



Example Project Pricing corrected for organisational size and complexity based on license quantity acquired

REMOTE DELIVERY

License quantity	Freshservice	HaloiTSM	Ivanti Neurons for ITSM	ServiceNow ITSM
10 At 10 licenses acquired, the investment related to implementation for each respective toolset would be	£ 20.700,00	£ 26.100,00	£ 36.000,00	n/a
35 At 35 licenses acquired, the investment related to implementation for each respective toolset would be	£ 26.100,00	£ 33.300,00	£ 45.000,00	£ 62.100,00
75 At 75 licenses acquired, the investment related to implementation for each respective toolset would be	£ 31.500,00	£ 39.600,00	£ 54.000,00	£ 74.700,00
150 At 150 licenses acquired, the investment related to implementation for each respective toolset would be	£ 36.900,00	£ 45.900,00	£ 63.000,00	£ 87.300,00

ON-SITE DELIVERY

License quantity	Freshservice	HaloiTSM	Ivanti Neurons for ITSM	ServiceNow ITSM
10 At 10 licenses acquired, the investment related to implementation for each respective toolset would be	£ 24.150,00	£ 30.450,00	£ 42.000,00	n/a
35 At 35 licenses acquired, the investment related to implementation for each respective toolset would be	£ 30.450,00	£ 38.850,00	£ 52.500,00	£ 72.450,00
75 At 75 licenses acquired, the investment related to implementation for each respective toolset would be	£ 36.750,00	£ 46.200,00	£ 63.000,00	£ 87.150,00
150 At 150 licenses acquired, the investment related to implementation for each respective toolset would be	£ 43.050,00	£ 53.550,00	£ 73.500,00	£ 101.850,00

All prices exclude VAT.

** ServiceNow requires a minimum of 36 license to be purchased*