



NTT DATA Business Solutions ServiceNow Pricing for G-Cloud

ServiceNow Managed Services

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NTT DATA Business Solutions Contact

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Introduction

NTT DATA Business Solutions are delighted to participate in the G-Cloud framework for Cloud Support. NTT DATA Business Solutions' Managed Service offering delivers flexible, scalable support designed to optimise performance and reduce operational risk. The managed service includes a dedicated experienced team for end-to-end support, access to shared resources from a named expert pool for cost-effective delivery, draw-down support hours for ad-hoc needs, staff augmentation to address workload peaks or specialist requirements, and structured transition services to ensure smooth onboarding from legacy systems or previous providers.

The managed service rates below illustrate the ROM for each service that would be utilised, based on resource type and experience.

The variations of managed service offered by NTT DATA Business Solutions include:

1. **Dedicated Experienced Team:** A fully committed, named team aligned to your organisation, providing consistent end-to-end support, deep platform knowledge, and accountability for service quality, performance and continuous improvement.
2. **Shared Resource from Named Pool:** Access to a pool of skilled, named specialists shared across multiple clients, delivering flexible, cost-effective expertise while maintaining continuity and high service standards.
3. **Draw Down Support Hours:** Pre-purchased support hours that can be consumed on demand, enabling rapid access to expert assistance for ad-hoc tasks, minor enhancements, troubleshooting or advisory support.
4. **Staff Augmentation:** Experienced professionals embedded within your existing team to address workload peaks, accelerate delivery, or provide specialist skills for specific initiatives or technologies.
5. **Transition Service:** A structured onboarding service that ensures a smooth transition from legacy systems or previous providers, including knowledge transfer, service stabilisation and risk-managed handover to ongoing support.

Standards for Consultancy Day Rate cards

The prices are based upon resources allocated for each programme of work, duration, and day rates. Typical day rates for each resource type shown below; further discounts are available for higher volumes. This rate card is based on:

- **Consultant's working day:** 7.5 hours exclusive of travel and lunch.
- **Working week:** Monday to Friday excluding national holidays
- **Office hours:** 9:00am to 5:00pm Monday to Friday.

On-shore Resources

Resource Type	Typical Day Rate
Service Delivery Manager	£1,000.00
Junior ServiceNow Architect	£730.00
ServiceNow Architect	£1,000.00
Senior ServiceNow Architect	£1,280.00
Expert ServiceNow Architect	£1,620.00
Junior ServiceNow Developer	£730.00
ServiceNow Developer	£1,000.00
Senior ServiceNow Developer	£1,280.00
Expert ServiceNow Developer	£1,620.00

Off-shore Resources

Resource Type	Typical Day Rate
Service Delivery Manager	£255.00
Junior ServiceNow Architect	£200.00
ServiceNow Architect	£255.00
Senior ServiceNow Architect	£355.00
Expert ServiceNow Architect	£460.00
Junior ServiceNow Developer	£200.00
ServiceNow Developer	£255.00
Senior ServiceNow Developer	£355.00
Expert ServiceNow Developer	£460.00