



NTT DATA Business Solutions ServiceNow Pricing for G-Cloud

ServiceNow Implementation 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. As a ServiceNow Elite Partner, NTT DATA Business Solutions delivers end-to-end digital transformation through foundational implementations, advisory, optimisation and ongoing services. Founded in 1989, the company operates in over 50 countries with 13,500 employees. With deep ServiceNow expertise, best-practice methodologies and industry accelerators, it helps organisations maximise ROI, streamline operations and achieve scalable, outcome-driven transformation across IT, employee and industry workflows. The pricing in this document must be read in conjunction with the Service Definition Document and represents a ROM (Rough Order of Magnitude) cost.

The implementation rates below illustrate the ROM for each implementation type, based primarily on ServiceNow product capabilities.

Note: Implementation costs for approx. ROM are based on hybrid resources, on-shore and off-shore.

Product Capability	Typical Resources Aligned	RoM Cost Range	Typical Implementation Duration
CMDB & CSDM	Project Manager, Solution Architects, Certified ServiceNow developers	£150,000 - £300,000	12 weeks
IT Service Management	Project Manager, Solution Architects, Certified ServiceNow developers	£180,000 - £400,000	16 weeks
IT Operations Management	Project Manager, Solution Architects, Certified ServiceNow developers	£180,000 - £500,00	20 weeks
IT Asset Management	Project Manager, Solution Architects, Certified ServiceNow developers	£180,000 - £500,000	20 weeks
Agentic AI	Project Manager, Solution Architects, Certified ServiceNow developers	£200,000 - £750,000	20 weeks
Customer Service Management	Project Manager, Solution Architects, Certified ServiceNow developers	£150,000 - £400,000	18 weeks
Security Operations Management	Project Manager, Solution Architects, Certified ServiceNow developers	£225,000 - £650,000	25 weeks
Operational Technology	Project Manager, Solution Architects, Certified ServiceNow developers	£200,000 - £800,000	25 weeks

ServiceNow Greenfield Implementation	Project Manager, Solution Architects, Certified ServiceNow developers	£100,000 - £150,000	12 weeks
ServiceNow Replatform	Project Manager, Solution Architects, Certified ServiceNow developers	£300,000 - £750,000	35 weeks
Tooling Integrations	Project Manager, Solution Architects, Certified ServiceNow developers	£25,000 - £35,000 per integration	20 weeks

(all rates are in GBP)

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
Junior Project Manager	£730.00
Project Manager	£1,000.00
Senior Project Manager	£1,280.00
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
Junior OCM Consultant	£680.00
OCM Consultant	£1,020.00

Senior OCM Consultant	£1,310.00
Principal OCM Consultant	£1,630.00
OCM Architect	£2,010.00

Off-shore Resources

Resource Type	Typical Day Rate
Junior Project Manager	£200.00
Project Manager	£255.00
Senior Project Manager	£355.00
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