



NTT DATA Business Solutions ServiceNow Pricing for G-Cloud

ServiceNow License Pricing

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NTT DATA Business Solutions Contact

Position:	Sales Director
Name:	Hayley Mee
Telephone:	07345 111275
Email:	Hayley.Mee@nttdata.com
Address:	12 Gough Square London EC4A 3DW

ServiceNow Software License Costs – IT Service Management (ITSM)

Delivered Software as a Service.

All Pricing is subject to the necessary internal management approvals.

Pricing below does not include solution support.

Pricing guidance provided in the table below.

Product	List Price / User	Currency	Fee Basis
ITSM Standard v3 – Fulfiller	£75.00	GBP	Per Month
ITSM Professional v3 – Fulfiller	£112.00	GBP	Per Month
ITSM Enterprise v3 – Fulfiller	£168.00	GBP	Per Month
ITSM Standard v3 – Unrestricted User	£11.00	GBP	Per Month
ITSM Professional v3 – Unrestricted User	£15.00	GBP	Per Month
ITSM Enterprise v3 – Unrestricted User	£22.00	GBP	Per Month
Virtual Agent Additional Transaction Pack	£18,650 / 4,000 Conversations	GBP	Per Pack / Per Month

- All prices exclude VAT
- Core services such as backup, recovery, and regular upgrades are covered and included in the subscription fee
- Prices increase on the annual contract anniversary by 3.3% on an annual basis
- You can choose to deploy the complete solution, or you can address your immediate business needs first, and phase adoption over a period of time
- For full detailed pricing and metric calculation, please contact us
- Discounts are available upon request

ServiceNow Software License Costs - IT Service Management – Add Ons

Delivered Software as a Service.

All Pricing is subject to the necessary internal management approvals.

Pricing below does not include solution support.

Pricing guidance provided in the table below.

Product	List Price / User	Currency	Fee Basis
Business Stakeholder v4	£26.00	GBP	Per Month
Workforce Optimization for ITSM – Application User	£56.00	GBP	Per Month
Workforce Optimization for ITSM	30%	GBP	% of Core ITSM ACV
App Engine Enterprise – Unrestricted User	£15.00	GBP	Per Month
App Engine for ITSM	20%	GBP	% of ITSM Fulfiller Spend
Process Mining for ITSM	£125,000	GBP	Annually

- App Engine for ITSM – can only be purchased with ITSM Fulfiller Products
- App Engine Enterprise Unrestricted User – can only be purchased with ITSM Unrestricted User Products. Require to purchase unlimited customer tables for ITSM Unrestricted User
- Process Mining for ITSM – can only be purchased with ITSM Professional tier or above
- All prices exclude VAT
- Prices increase on the annual contract anniversary by 3.3% on an annual basis
- Core services such as backup, recovery, and regular upgrades are covered and included in the subscription fee
- You can choose to deploy the complete solution, or you can address your immediate business needs first, and phase adoption over a period of time
- For full detailed pricing and metric calculation, please contact us
- Discounts are available upon request

ServiceNow Software License Costs - Digital End-user Experience (DEX)

Delivered Software as a Service.

All Pricing is subject to the necessary internal management approvals.

Pricing below does not include solution support.

Pricing guidance provided in the table below.

Product	List Price / User	Currency	Fee Basis
Digital End-user experience	£18.00	GBP	Per Subscription Unit / Per Month

- End User Computing Devices: 1,000 – 400,000 (or 250 – 100,000 SUs)
- MetricBase: A MetricBase series is a set of data points for a metric indexed in a time order and stored for a defined retention policy.
- Prices increase on the annual contract anniversary by 3.3% on an annual basis
- The MetricBase Series limit is controlled by data collection and retention policies for applications and devices as listed in the ServiceNow Product Documentation.
- Metric Rule: Metric Rules analyze streams of metric data against sets of criteria and thresholds, triggering alerts when performance metrics deviate from specified parameters.
- For full detailed pricing and metric calculation, please contact us
- Discounts are available upon request

ServiceNow Software License Costs – Strategic Portfolio Management (SPM)

Delivered Software as a Service.

All Pricing is subject to the necessary internal management approvals.

Pricing below does not include solution support.

Pricing guidance provided in the table below.

Product	List Price / User	Currency	Fee Basis
SPM Standard User	£56.00	GBP	Per Month / Per User
SPM Standard Unrestricted User	£11.00	GBP	Per Month / Per User
SPM Professional User	£94.00	GBP	Per Month / Per User
SPM Professional Unrestricted User	£19.00	GBP	Per Month / Per User
Timecard User	£111.00	GBP	Per Month / Per User
Business Stakeholder	£26.00	GBP	Per Month / Per User
Process Mining	£125,00	GBP	Annually / Per 250,000 Records

- All prices exclude VAT
- SPM Standard & Professional licenses cannot be mixed, nor can they be mixed with legacy ITBM licensing (i.e., Worker/ Planner/ Analyst)
- Prices increase on the annual contract anniversary by 3.3% on an annual basis
- Typical SPM deployments require 5 custom tables. If more are needed, additional App Engine licensing may be required.
- Virtual Agent includes 1000 Conversation Transactions per SPM User per month. Unlimited Conversations included in the Unrestricted model.
- For full detailed pricing and metric calculation, please contact us
- Discounts are available upon request

ServiceNow Software License Costs – IT Ops Management (ITOM)

Delivered Software as a Service.

All Pricing is subject to the necessary internal management approvals.

Pricing below does not include solution support.

Pricing guidance provided in the table below.

Subscription Unit Ratios as outlined below:

1. 1 Server = 1 SU
2. 3 PaaS = 1 SU
3. 4 End User Computing Devices = 1 SU
4. 4 Unresolved Monitored Objects = 1 SU
5. 10 Containers = 1 SU
6. 20 FaaS = 1 SU
7. Health Log Analytics requires >= number of ITOM Operator Professional or ITOM Health Subscription Units

Product	List Price / Unit	Currency	Fee Basis
ITOM AIOps Professional v2	£18.00	GBP	Per Subscription Unit / Per Month
ITOM AIOps Enterprise v2	£31.00	GBP	Per Subscription Unit / Per Month
ITOM Cloud Accelerate	£6.00	GBP	Per Subscription Unit / Per Month
ITOM Visibility v2	£6.00	GBP	Per Subscription Unit / Per Month
Health Log Analytics	£11.00	GBP	Per Subscription Unit / Per Month
Cloud Governance	£50,000	GBP	Annually

- Access to certified Service Graph Connectors is available with any purchase of ITOM
- All prices exclude VAT
- Core services such as backup, recovery, and regular upgrades are covered and included in the subscription fee
- Prices increase on the annual contract anniversary by 3.3% on an annual basis
- You can choose to deploy the complete solution, or you can address your immediate business needs first, and phase adoption over a period of time
- For full detailed pricing and metric calculation, please contact us
- Discounts are available upon request

ServiceNow Software License Costs – IT Software Asset Management

Delivered Software as a Service.

All Pricing is subject to the necessary internal management approvals.

Pricing below does not include solution support.

Pricing guidance provided in the table below.

Subscription Unit Ratios outlined below:

1. 1 Server = 1 SU
2. 3 IaaS = 1 SU
3. 3 PaaS = 1 SU
4. 4 End User Compute

Product	List Price / Unit	Currency	Fee Basis
Software Asset Management Professional	£6.00	GBP	Per Subscription Unit / Per Month
Software Asset Management Enterprise v2	£9.00	GBP	Per Subscription Unit / Per Month

- All prices exclude VAT
- Core services such as backup, recovery, and regular upgrades are covered and included in the subscription fee
- Prices increase on the annual contract anniversary by 3.3% on an annual basis
- You can choose to deploy the complete solution, or you can address your immediate business needs first, and phase adoption over a period of time
- For full detailed pricing and metric calculation, please contact us
- Discounts are available upon request

ServiceNow Software License Costs – IT Hardware Asset Management

Delivered Software as a Service.

All Pricing is subject to the necessary internal management approvals.

Pricing below does not include solution support.

Pricing guidance provided in the table below.

Subscription Unit Ratios as outlined below:

1. Server = 1 SU
2. 4 End User Computing Devices = 1 SU
3. 5 Network Devices = 1 SU
4. 10 Mobile Devices = 1 SU
5. 15 Monitor = 1 SU
6. 1 Unclassified Hardware = 1 SU
7. 10 Printer = 1 SU
8. 3 Storage = 1SU

Product	List Price / Unit	Currency	Fee Basis
Hardware Asset Management Professional	£5.00	GBP	Per Subscription Unit / Per Month

- All prices exclude VAT
- Core services such as backup, recovery, and regular upgrades are covered and included in the subscription fee
- Prices increase on the annual contract anniversary by 3.3% on an annual basis
- You can choose to deploy the complete solution, or you can address your immediate business needs first, and phase adoption over a period of time
- For full detailed pricing and metric calculation, please contact us
- Discounts are available upon request

ServiceNow Software License Costs – Enterprise Asset Management

Delivered Software as a Service.

All Pricing is subject to the necessary internal management approvals.

Pricing below does not include solution support.

Pricing guidance provided in the table below.

Subscription Unit Ratios as outlined below:

1. 25 Consumables = 1 SU
2. 5 Simple Assets = 1 SU
3. 1 Parent Assets = 1 SU
4. 1 Linear Assets = 1 SU
5. 2 Linear Asset Segments = 1 SU

Product	List Price / Unit	Currency	Fee Basis
Enterprise Asset Management Professional	£9.00	GBP	Per Subscription Unit / Per Month
EAM Field Service Technician	£26.00	GBP	Per Filler / Per Month
Indoor Mapping Service	£75.00	GBP	Per Floor / Per Month

- EAM Field Service Technician can only be sold with Enterprise Asset Management Professional, and to EAM Customers
- All prices exclude VAT
- Prices increase on the annual contract anniversary by 3.3% on an annual basis
- Core services such as backup, recovery, and regular upgrades are covered and included in the subscription fee
- You can choose to deploy the complete solution, or you can address your immediate business needs first, and phase adoption over a period of time
- For full detailed pricing and metric calculation, please contact us
- Discounts are available upon request

ServiceNow Software License Costs – Customer Service Management

Delivered Software as a Service.

All Pricing is subject to the necessary internal management approvals.

Pricing below does not include solution support.

Pricing guidance provided in the table below.

Product	List Price / Unit	Currency	Fee Basis
CSM Standard v7 - Fulfiller	£94.00	GBP	Per Fulfiller / Per Month
CSM Standard v7 – Unrestricted User	£19.00	GBP	Per Unrestricted User / Per Month
CSM Standard v7 – Transaction	£0.25	GBP	Per Transaction / Per Month
CSM Professional v7 – Fulfiller	£168.00	GBP	Per Fulfiller / Per Month
CSM Professional v7 – Unrestricted User	£30.00	GBP	Per Unrestricted User / Per Month
CSM Professional v7 – Transaction	£0.33	GBP	Per Transaction / Per Month
CSM Enterprise v7 – Fulfiller	£243.00	GBP	Per Fulfiller / Per Month
CSM Enterprise v7 – Unrestricted User	£45.00	GBP	Per Unrestricted User / Per Month
CSM Enterprise v7 - Transaction	£0.46	GBP	Per Transaction / Per Month

- All prices exclude VAT
- Core services such as backup, recovery, and regular upgrades are covered and included in the subscription fee
- Prices increase on the annual contract anniversary by 3.3% on an annual basis
- You can choose to deploy the complete solution, or you can address your immediate business needs first, and phase adoption over a period of time
- For full detailed pricing and metric calculation, please contact us
- Discounts are available upon request

ServiceNow Software License Costs – Integrated Risk Management (IRM)

Delivered Software as a Service.

All Pricing is subject to the necessary internal management approvals.

Pricing below does not include solution support.

Pricing guidance provided in the table below.

Product	List Price / Unit	Currency	Fee Basis
IRM Standard Operator	£94.00	GBP	Per User / Per Month
IRM Standard Unrestricted Operator	£8.00	GBP	Per User / Per Month
IRM Professional Operator	£187.00	GBP	Per User / Per Month
IRM Professional Unrestricted Operator	£15.00	GBP	Per User / Per Month
IRM Enterprise Operator	£280.00	GBP	Per User / Per Month
IRM Enterprise Unrestricted Operator	£23.00	GBP	Per User / Per Month

- All prices exclude VAT
- Prices increase on the annual contract anniversary by 3.3% on an annual basis
- For full detailed pricing and metric calculation, please contact us
- Discounts are available upon request

ServiceNow Software License Costs – Now Assist

Delivered Software as a Service.

All Pricing is subject to the necessary internal management approvals.

Pricing below does not include solution support.

Pricing guidance provided in the table below.

Product	List Price / Unit	Currency	Fee Basis
ITSM Professional Fulfiller User	£67.00	GBP	6000 assists / Per Fulfiller / Per Month
ITSM Professional Fulfiller Unrestricted User	£9.00	GBP	800 assists / Per Fulfiller / Per Month
ITSM Enterprise Fulfiller User	£67.00	GBP	4,500 assists / Per User / Per Month
ITSM Enterprise Fulfiller Unrestricted User	£9.00	GBP	550 assists / Per User / Per Month
SPM Professional User	£56.00	GBP	4,500 assists / Per User / Per Month
SPM Professional Unrestricted User	£7.00	GBP	550 assists / Per User / Per Month
SPM Telco Professional User	£56.00	GBP	4,500 assists / Per User / Per Month
SPM Telco Professional Unrestricted User	£7.00	GBP	550 assists / Per User / Per Month
ITOM Professional	£11.00	GBP	1000 assists / Per SU / Per Month
ITOM Enterprise	£11.00	GBP	1000 assists / Per SU / Per Month
TSOM Professional	£11.00	GBP	1000 assists / Per SU / Per Month
TSOM Enterprise	£11.00	GBP	1000 assists / Per SU / Per Month
SIR Professional Unrestricted User	£2.00	GBP	150 assists / Per User / Per Month

SIR Enterprise Unrestricted User	£2.00	GBP	150 assists / Per User / Per Month
SAM Professional User	£4.00	GBP	350 assists / Per SU / Per Month
SAM Enterprise User	£4.00	GBP	350 assists / Per SU / Per Month
HAM Professional User	£3.00	GBP	350 assists / Per SU / Per Month
IRM Professional User	£112.00	GBP	6,000 assists / Per User / Per Month
IRM Professional Unrestricted User	£9.00	GBP	600 assists / Per User / Per Month
IRM Enterprise User	£112.00	GBP	6,000 assists / Per User / Per Month
IRM Enterprise Unrestricted User	£9.00	GBP	600 assists / Per User / Per Month
Enterprise Architect Professional User	£32.00	GBP	1,800 assists / Per User / Per Month
Enterprise Architect Professional Unrestricted User	£9.00	GBP	200 assists / Per User / Per Month

- All prices exclude VAT
- For full detailed pricing and metric calculation, please contact us
- Discounts are available upon request
- Prices increase on the annual contract anniversary by 3.3% on an annual basis
- Usage is measured in both production and sub-production instances.
- This Subscription Product is not available for Customers in Self-hosted environments or other restricted environments.
- Use of this Subscription Product requires use of Next Experience as well as the Generative AI Controller.
- Additional annual Assists require the purchase of a separate package.

ServiceNow Software License Costs – Operational Technology Service Management (OTSM)

Delivered Software as a Service.

All Pricing is subject to the necessary internal management approvals.

Pricing below does not include solution support.

Pricing guidance provided in the table below.

Product	List Price / Unit	Currency	Fee Basis
OTSM Standard	£4,480.00	GBP	Per Site / Per Month / Per 50 Users
OTSM Professional	£5,975.00	GBP	Per Site / Per Month / Per 50 Users
OTSM Enterprise	£7,468.00	GBP	Per Site / Per Month / Per 50 Users

- All prices exclude VAT
- Core services such as backup, recovery, and regular upgrades are covered and included in the subscription fee
- Prices increase on the annual contract anniversary by 3.3% on an annual basis
- You can choose to deploy the complete solution, or you can address your immediate business needs first, and phase adoption over a period of time
- App Engine Starter tables are primarily for the configuration of the packaged applications.
- 50 OT Site Users is the default base within the largest industrial site. The default base is superseded with additional Operational Technology Service Management Site User Pack - Site User
- For full detailed pricing and metric calculation, please contact us
- Discounts are available upon request

ServiceNow Software License Costs – Operational Technology Vulnerability (OTV)

Delivered Software as a Service.

All Pricing is subject to the necessary internal management approvals.

Pricing below does not include solution support.

Pricing guidance provided in the table below.

Product	List Price / Unit	Currency	Fee Basis
Operational Technology Visibility	£7,468.00	GBP	Per Site / Per Month / Per 5,000 Devices

- All prices exclude VAT
- Prices increase on the annual contract anniversary by 3.3% on an annual basis
- Core services such as backup, recovery, and regular upgrades are covered and included in the subscription fee
- You can choose to deploy the complete solution, or you can address your immediate business needs first, and phase adoption over a period of time
- For full detailed pricing and metric calculation, please contact us
- Discounts are available upon request

ServiceNow Software License Costs – Operational Technology Vulnerability Response (OTVR)

Delivered Software as a Service.

All Pricing is subject to the necessary internal management approvals.

Pricing below does not include solution support.

Pricing guidance provided in the table below.

Product	List Price / Unit	Currency	Fee Basis
OTVR Standard	£4,480.00	GBP	Per Site / Per Month / Per 5,000 Devices
OTVR Professional	£5,975.00	GBP	Per Site / Per Month / Per 5,000 Devices
OTVR Enterprise	£7,468.00	GBP	Per Site / Per Month / Per 5,000 Devices

- All prices exclude VAT
- Core services such as backup, recovery, and regular upgrades are covered and included in the subscription fee
- Prices increase on the annual contract anniversary by 3.3% on an annual basis
- You can choose to deploy the complete solution, or you can address your immediate business needs first, and phase adoption over a period of time
- Service Graph Connectors: Entitlement to Certified Service Graph Connectors come with ITOM Visibility and the Subscription Unit based ITOM Discovery
- App Engine Starter tables are primarily for the configuration of the packaged applications.
- Unrestricted is entitled via an automatically calculated maximum limit based on ITX capacity minus 10%. Removal of ITX SKUs or transition of entitlement translates to out of compliance.
- The ServiceNow subscription includes Spokes that can be downloaded with the entitlement.
- Transactions from included Spokes count as Integration Hub Transactions and require an Automation Engine license, unless explicitly excluded in the BU Spokes List
- 5,000 OT Devices is the default base within the largest industrial site. The default base is superseded with additional Operational Technology Maximum OT Devices Pack(s)
- For full detailed pricing and metric calculation, please contact us
- Discounts are available upon request

ServiceNow Software License Costs – Technology Provider Service Management (TPSM)

Delivered Software as a Service.

All Pricing is subject to the necessary internal management approvals.

Pricing below does not include solution support.

Pricing guidance provided in the table below.

Product	List Price / Unit	Currency	Fee Basis
TPSM Standard Fulfiller User	£150.00	GBP	Per User / Per Month
TPSM Standard Fulfiller Unrestricted User	£30.00	GBP	Per Unrestricted User / Per Month
TPSM Standard Transaction	£0.25	GBP	Per Transaction / Per Month
TPSM Professional Fulfiller User	£224.00	GBP	Per User / Per Month
TPSM Professional Fulfiller Unrestricted User	£45.00	GBP	Per Unrestricted User / Per Month
TPSM Professional Transaction	£0.45	GBP	Per Transaction / Per Month
TPSM Enterprise Fulfiller User	£299.00	GBP	Per User / Per Month
TPSM Enterprise Fulfiller Unrestricted User	£60.00	GBP	Per Unrestricted User / Per Month
TPSM Enterprise Transaction	£0.62	GBP	Per Transaction / Per Month

- All prices exclude VAT
- Core services such as backup, recovery, and regular upgrades are covered and included in the subscription fee
- Prices increase on the annual contract anniversary by 3.3% on an annual basis
- You can choose to deploy the complete solution, or you can address your immediate business needs first, and phase adoption over a period of time
- TPSM Std includes 1000 portal visits / month per FF or 200 portal visits / month per UU; TPSM Professional includes 2000 portal visits / month per fulfiller or 400 portal visits / month per UU;
- TPSM Enterprise includes 4000 portal visits / month per FF or 800 portal visits / month per UU. Additional Customer Portal Visits - £45 / month per 1000 Portal Visits / month.
- Virtual Agent includes 1000 Conversation Transactions / per month
- Fulfiller Conversation Transactions are not shared across product lines. Additional Conversations require
- Virtual Agent Additional Transactions Pack - £2K / per month / per 4000 Conversations.
- For full detailed pricing and metric calculation, please contact us
- Discounts are available upon request

ServiceNow Software License Costs – Telecommunications Service Management (TSM)

Delivered Software as a Service.

All Pricing is subject to the necessary internal management approvals.

Pricing below does not include solution support.

Pricing guidance provided in the table below.

Product	List Price / Unit	Currency	Fee Basis
TSM Standard Fulfiller User	£150.00	GBP	Per User / Per Month
TSM Standard Fulfiller Unrestricted User	£30.00	GBP	Per Unrestricted User / Per Month
TSM Standard Transaction	£0.25	GBP	Per Transaction / Per Month
TSM Professional Fulfiller User	£224.00	GBP	Per User / Per Month
TSM Professional Fulfiller Unrestricted User	£45.00	GBP	Per Unrestricted User / Per Month
TSM Professional Transaction	£0.45	GBP	Per Transaction / Per Month
TSM Enterprise Fulfiller User	£299.00	GBP	Per User / Per Month
TSM Enterprise Fulfiller Unrestricted User	£60.00	GBP	Per Unrestricted User / Per Month
TSM Enterprise Transaction	£0.62	GBP	Per Transaction / Per Month

- All prices exclude VAT
- Core services such as backup, recovery, and regular upgrades are covered and included in the subscription fee
- Prices increase on the annual contract anniversary by 3.3% on an annual basis
- You can choose to deploy the complete solution, or you can address your immediate business needs first, and phase adoption over a period of time
- TSPM Std includes 1000 portal visits / month per FF or 200 portal visits / month per UU; TSPM Professional includes 2000 portal visits / month per fulfiller or 400 portal visits / month per UU;
- TSPM Enterprise includes 4000 portal visits / month per FF or 800 portal visits / month per UU. Additional Customer Portal Visits - £45 / month per 1000 Portal Visits / month.
- Virtual Agent includes 1000 Conversation Transactions / per month
- Fulfiller Conversation Transactions are not shared across product lines. Additional Conversations require
- Virtual Agent Additional Transactions Pack - £2k / per month / per 4000 Conversations.
- For full detailed pricing and metric calculation, please contact us
- Discounts are available upon request

ServiceNow Software License Costs – Telecommunications Network Inventory (TNI)

Delivered Software as a Service.

All Pricing is subject to the necessary internal management approvals.

Pricing below does not include solution support.

Pricing guidance provided in the table below.

Subscription Unit Ratios as outlined below:

1. 15 Network Devices = 1 SU
2. 3 Server Devices = 1 SU
3. 15 Physical Sites = 1 SU
4. 15 Managed Functions = 1 SU

Product	List Price / Unit	Currency	Fee Basis
TNI Professional	£18.00	GBP	Per Subscription Unit / Per Month
Indoor Mapping Service	£75.00	GBP	Per Floor / Per Month

- All prices exclude VAT
- Core services such as backup, recovery, and regular upgrades are covered and included in the subscription fee
- Prices increase on the annual contract anniversary by 3.3% on an annual basis
- You can choose to deploy the complete solution, or you can address your immediate business needs first, and phase adoption over a period of time
- For full detailed pricing and metric calculation, please contact us
- Discounts are available upon request

ServiceNow Software License Costs – Telco Service Operations Management (TSOM)

Delivered Software as a Service.

All Pricing is subject to the necessary internal management approvals.

Pricing below does not include solution support.

Pricing guidance provided in the table below.

Subscription Unit Ratios as outlined below:

1. 1 Server = 1 SU
2. 3 PaaS = 1 SU
3. 4 End User Computing Devices = 1 SU
4. 4 Unresolved Monitored Objects = 1 SU
5. 10 Containers = 1 SU
6. 20 FaaS = 1 SU

Product	List Price / Unit	Currency	Fee Basis
TSOM Standard	£11.00	GBP	Per Subscription / Unit Per Month
TSOM Professional	£18.00	GBP	Per Subscription / Unit Per Month
TSOM Enterprise	£32.00	GBP	Per Subscription / Unit Per Month
TSOM Health Log Analytics	£11.00	GBP	Per Subscription / Unit Per Month

- TSOM – Health Log Analytics is an add-on option for Standard and Professional
- All prices exclude VAT
- Core services such as backup, recovery, and regular upgrades are covered and included in the subscription fee
- Prices increase on the annual contract anniversary by 3.3% on an annual basis
- You can choose to deploy the complete solution, or you can address your immediate business needs first, and phase adoption over a period of time
- For full detailed pricing and metric calculation, please contact us
- Discounts are available upon request