



G-CLOUD 15

PRICING

ENABLE. EMPOWER. ELEVATE.



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Vivantio is flexible, configurable service management software that meets the demands of any service team across an entire organisation.

Vivantio's pricing model reflects this ethos.

By centralising service management operations, companies can reduce licencing costs, improve inter-departmental efficiencies, share knowledge and centralise management reporting, allowing business owners and department heads to focus on the true cost of service delivery and measure service excellence.

LICENSING MODEL

Vivantio offers both named and concurrent licenses.

A named license is allocated to a particular agent and cannot be shared. Concurrent licenses sit in a shared pool. Each time an agent logs in, he/she temporarily uses up one license. When he/she logs out, the license is returned to the pool for someone else to use.

Customers and end users don't need licenses to use your self-service web portal.

Customers may utilise a mix of both named and concurrent licenses to meet their functional needs.

DELIVERY

Vivantio can be delivered in two ways: SaaS or on-premise. With SaaS delivery, Vivantio users don't have to worry about maintaining and upgrading their servers or backing up their data.

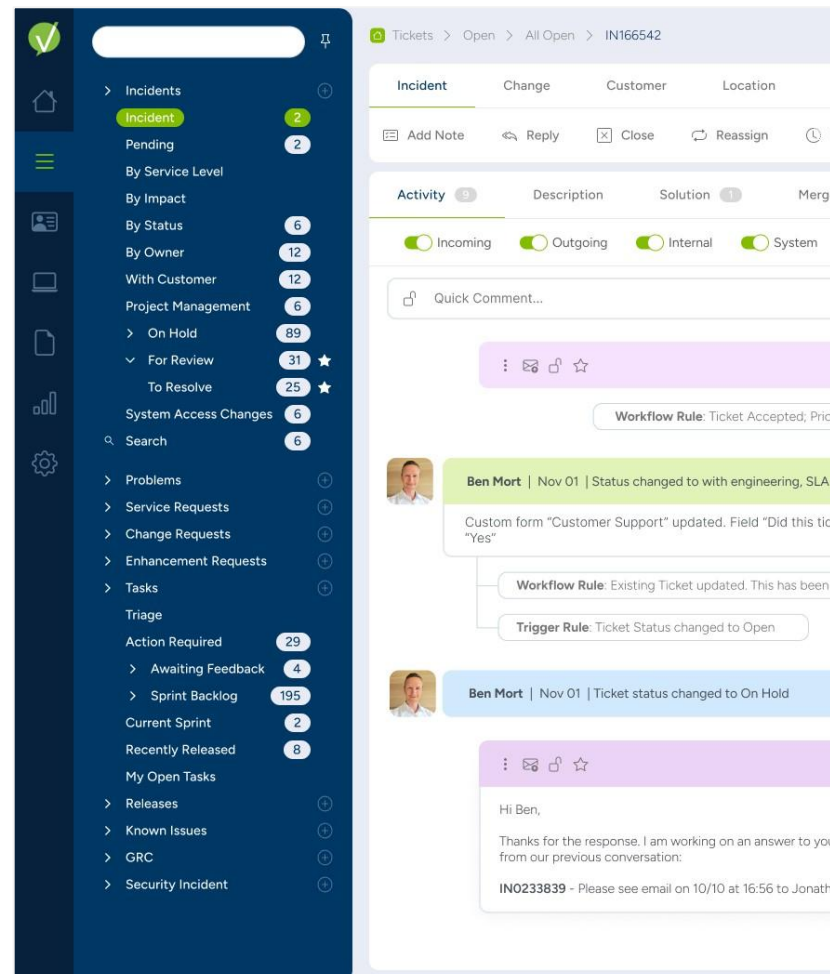
With on-premise delivery, the entire platform is installed on a customer's own server. More than 95% of Vivantio's customers choose SaaS delivery for its rolling seamless updates, reliable uptime and ease of deployment.

MAINTENANCE AND SUPPORT

Vivantio is a SaaS company, so all associated maintenance, updates and support are included within the annual license fee. There are no separate costs for this service.

PAYMENT TERMS

Subscriptions to Vivantio are billed annually and paid up-front, net 30.



PRICING

Vivantio One Platform Pricing is Simple:
All Features Included for the Listed Price.

The platform is perfect for small to medium-size service desk operations looking to increase efficiency. It is also built to scale and meet the complex business needs of larger organisations, including multi-site outfits, multi-department implementations and MSPs.

VOLUME DISCOUNTING

Vivantio pricing is based on a volume discount system.

The more total licenses you order, the greater discount you secure per license across the entire order.

Your organisation's license total includes any mix of named or concurrent licenses across all participating departments, groups or subsidiaries.

PROFESSIONAL SERVICES

Vivantio offers in-house professional services such as on-boarding, on- or off-site training, planning and design sessions, application configuration and report writing.

These professional services can be delivered remotely, at Vivantio's offices or on-site.

Vivantio does not work with channel partners or offshore this work—all professional services are carried out by qualified, ITIL-trained Vivantio full-time employees.

Professional services are billed at £1,200 per day.

Add applicable expenses (travel, lodging) for on-site service delivery.

CUSTOM DEVELOPMENT

Vivantio can carry out customer-specific development for customers with unique requirements, subject to scope and approval.

Custom development is billed at £1,200 per day.

ONE PLATFORM PRICING

	LICENSES	PER USER PER YEAR
NAMED	5	857
	15	822
	25	789
	50	719
	100	677
	200	600
CONCURRENT	5	1,285
	15	1,234
	25	1,182
	50	1,079
	100	1015
	200	900

Pricing is in £GBP and per user per year. Excluding VAT.

