



G-Cloud 15 - Revo SM Group Ltd

Xurrent ESM & IMR – Pricing Document

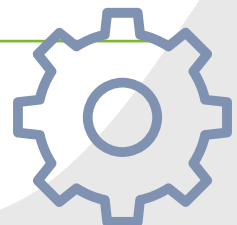




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1 Core Details

Supplier name: Revo SM Group Ltd

Framework: G-Cloud 15

Service type: Xurrent ESM & IMR, Licensing, Implementation and Support

Last updated: January 2026

2 Pricing overview

Revo SM Group Ltd provides licensing, implementation, and support of both the Xurrent platforms (ESM & IMR). This is available to any customer via the G-Cloud Framework. Licenses can be migrated during the contract period from the different platform packages if this is required (for example, expansion might mean moving from starter to enterprise). Any expansions are pro-rated to the next renewal date & are then included for length of the entire contract.

All prices are exclusive of VAT.

3 Implementation Pricing

Revo provides structured implementation packages aligned to the Xurrent platform tiers. The tiers are included at the end of this document.

3.1 Starter

Implementation From £5,000

Includes full implementation of the Xurrent platform, covering:

-  Platform configuration & setup
-  Requirements discovery & scoping
-  Training for users and admins
-  Deployment to Production
-  1 month of Hypercare
-  Build & testing
-  Project management
-  Inbuilt integrations

Custom integrations are excluded and priced separately.

3.2 Corporate

Implementation From £15,000

Includes full implementation of the Xurrent platform, covering:

-  Platform configuration & setup
-  Requirements discovery & scoping
-  Training for users and admins
-  Deployment to Production
-  1 month of Hypercare
-  Build & testing
-  Project management

Inbuilt integrations

Custom integrations are excluded and priced separately.

3.3 Enterprise

Implementation From £30,000

Includes full implementation of the Xurrent platform, covering:

-  Platform configuration & setup
-  Requirements discovery & scoping
-  Training for users and admins
-  Deployment to Production
-  1 month of Hypercare
-  Build & testing
-  Project management
-  Inbuilt integrations

Custom integrations are excluded and priced separately.

4 Support Overview

4.1 Revo Assist

Support for Xurrent is **included within the licence cost** when purchased through Revo. There is **no additional support fee**.

This bundled support offering is known as the **Revo Assist** package. Full details can be found here:

<https://revosm.com/services/plans>

4.2 Revo Assist Plus

Support for Xurrent is **included within the licence cost** (Revo Assist) when purchased through Revo. There is **no additional support fee** for that package.

There is an additional bundled support offering that is known as the **Revo Assist Plus** package. Full details can be found here: <https://revosm.com/services/plans>

4.3 Managed Service

Managed Service is available via a G-Cloud Lot separately. Full details can be found here or on the G-Cloud website: <https://revosm.com/services/plans>

5 How it's delivered

All work is delivered by Revo's consultants without additional day rate charges.

Revo SM Group Ltd does not differentiate pricing based on role or seniority. Buyers will receive appropriately skilled and experienced consultants for the agreed scope of work.

6 What is not included.

The following are not included unless explicitly agreed:

-  Third-party licences or SaaS subscriptions outside Workato
-  Custom development outside the platform
-  Out-of-hours delivery (unless contracted separately)
-  On-site attendance (if requested, will be charged at cost)
-  Non-standard or bespoke infrastructure requirements

7 Travel and expenses.

Consultancy services are delivered **remotely by default**.

Where on-site attendance is required, travel and subsistence will be charged **at cost**, subject to prior approval by the buyer.

8 Ordering

Services are ordered via a **G-Cloud call-off contract**, supported by a Statement of Work or written agreement that defines:

-  Scope and objectives
-  Duration and estimated effort
-  Delivery approach

9 Invoicing and payment

Projects will be invoiced as per our Terms and Conditions dependant on size of implementation.

Payment terms are **30 days from invoice date**.

10 Price validity

Prices are fixed for the duration of **G-Cloud 15**.

Any changes to scope or duration must be agreed in writing and may impact overall cost.

11 Assumptions

-  Buyer will provide timely access to systems and APIs.
-  Credentials and third-party system permissions are provided securely.
-  The buyer manages dependencies, data quality, and stakeholder availability.
-  All services are delivered remotely unless otherwise agreed.



Get in touch.

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UK – Pricing Framework



To learn more about license plans or to talk to an expert, go to xurrent.com/contact-us.

	STARTER 20 Platform Users/Month Functionality: ITSM <i>For smaller orgs or those that want a "paid POC" • Limited specialist users and to use strictly for ITSM</i> £11K	CORPORATE 50 Platform Users/Month Functionality: ITSM + ESM <i>For SMB orgs up to 5,000 employees • ITSM functionality (limited ESM)</i> £27K	ENTERPRISE 100 Platform Users/Month Functionality: ITSM + Unlimited ESM <i>For orgs with 5,000+ employees • Unlimited scale • Customized URL • All Xurrent product additions</i> £65K
Additional Platform Users	£4,000 / 10 users	£4,000 / 10 users	£9,500 / 20 users
Platform User Maximum	50	150	Unlimited
New Product Inclusions	–	–	All Xurrent New Products Base License Included*
Customer Success	Automated	Pooled CSM	Named CSM
Support	Xurrent Connected Support	Xurrent Connected Support + Business Hours	Xurrent Connected Support + Business Hours + 24x7 Escalation Support
Personalization	–	–	Customer Logo Throughout
URL Customization	£2,500	£2,500	Included
Domains <i>All plans include Directory Account</i>	up to 3 Support Domains	up to 5 Support Domains	Unlimited
Additional Support Domains	–	£10,000 / 5 Support Domains	Unlimited
Certification Exams	1	2	5
Templated Xurrent Integrations	0	3	Unlimited
'Bring Your Own Key' Encryption	–	–	Included
Incident Mgmt & Response	–	–	IMR Growth Plan Included



UK Incident Mgmt & Response Pricing



Available for Purchase **PRIMARILY online** Available for Purchase **from Sales**

	STARTER Up to 5 Users/Month £5 User/Month	GROWTH Up to 50 Users/Month £14 User/Month	ENTERPRISE 80 Users/Month £19,500
Platform User Maximum	5	50	Unlimited
User Packs	–	£2500/10 Users	£2500/10 Users
Number of Teams Included	1	5	Unlimited
Number of Integrations Per Team	5	5	Unlimited
Support	Community	9x5	24/7 Escalation
StatusPages	–	£10k/annually	Included
Set-up Fee	–	£5,000 (waived for multi-year contracts)	£2,500 (waived for multi-year contracts)
Public Status Page Subs	–	2500	5000
Private Status Page Subs	–	500	500
StatusPages Expansion Packs	–	£5000 (5000 public/500 private)	£5000 (5000 public/500 private)

To learn more about license plans or to talk to an expert, go to xurrent.com/contact-us.