



G-Cloud 15 – Revo SM Group Ltd

Xurrent ESM & IRM Licensing,
Implementation and Support

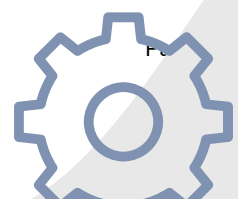




Table of Contents

1 Core Details 3

2 Service Overview 3

2.1 Licensing..... 3

2.2 Implementation 3

2.3 Support 3

3 What the Service Delivers 3

4 Features 3

5 Benefits 4

6 Security & Data Protection..... 4

7 Dependencies & Buyer Responsibilities 4

8 Exit & Transition..... 4

9 Ordering & Onboarding 4

10 Pricing..... 4

1 Core Details

Service Name: Xurrent ESM & IRM Licensing, Implementation and Support

Supplier: Revo SM Group Ltd

Framework: G Cloud 15

Service Type: Cloud Cloud Support Lot 3

2 Service Overview

Xurrent IMR and Xurrent Enterprise Service Management (ESM) are cloud-based platforms designed to streamline incident response and enterprise service delivery. IMR provides EU-hosted intelligent alerting, incident automation and response coordination, while ESM delivers a UK-hosted, modern service management capability spanning IT, HR, Facilities, Finance and wider business operations. Revo provides full licensing, configuration and implementation services to ensure organisations deploy and adopt the platforms effectively.

2.1 Licensing

- ☞ Provision of Xurrent IMR and ESM licences
- ☞ Named-user or usage-based licensing models
- ☞ Secure provisioning and user access setup
- ☞ Ongoing licence optimisation guidance

2.2 Implementation

- ☞ Full onboarding and deployment for IMR and ESM
- ☞ Requirements gathering and design workshops
- ☞ Configuration of forms, workflows and automation
- ☞ Departmental service catalogue setup
- ☞ Integrations (Jira, ServiceNow, AD, SAP, SuccessFactors, Workday)
- ☞ Phased rollout across additional teams/departments

2.3 Support

- ☞ Break-fix support and vendor escalation
- ☞ User and administrator training
- ☞ Regular platform audits and optimisation reviews

3 What the Service Delivers

- ☞ Configured IMR and/or ESM environments
- ☞ Incident, request, problem and change workflows
- ☞ HR, Finance, Facilities, Procurement service catalogues
- ☞ Dashboards and analytics
- ☞ CMDB/asset data structure (where required)
- ☞ Integration workflows and automation logic

4 Features

- ☞ Unlimited workflow and automation design
- ☞ Full implementation included with fixed-fee options

- 🔄 Live translation (50+ languages)
- 🔄 24/7 SaaS platform availability
- 🔄 UK-hosted ESM / EU-hosted IMR
- 🔄 On-call scheduling and incident playbooks

5 Benefits

- 🔄 Predictable annual cost
- 🔄 Rapid deployment with minimal disruption
- 🔄 Cross-department adoption improvement
- 🔄 Reduced internal workload
- 🔄 GDPR compliance and Cyber Essentials + alignment

6 Security & Data Protection

- 🔄 Cyber Essentials + certified supplier
- 🔄 GDPR-compliant operations
- 🔄 UK hosting (ESM) / EU hosting (IMR)
- 🔄 Customer retains full ownership of data
- 🔄 Platforms are ISO27001 & SOC2 Type 2 certified

7 Dependencies & Buyer Responsibilities

- 🔄 Purchase of required Xurrent licences via Revo
- 🔄 Access to stakeholders for workshops and sign-offs
- 🔄 Provision of system/API access
- 🔄 Participation in testing and acceptance

8 Exit & Transition

- 🔄 All data retained within the Xurrent platforms
- 🔄 Documentation and configuration artefacts provided at exit
- 🔄 30 day access at end of contract to retrieve data from the platforms
- 🔄 3-month termination notice period

9 Ordering & Onboarding

- 🔄 Procurement via G-Cloud call-off
- 🔄 SoW defines scope and deliverables
- 🔄 Licensing and access provisioned upon contract signature
- 🔄 Discovery phase followed by configuration and deployment

10 Pricing

- 🔄 Support is included within the licensing, details available within the pricing document.



Get in touch

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