



G-Cloud 15 – Revo SM Group Ltd

Revo Managed Service – Service Definition Document

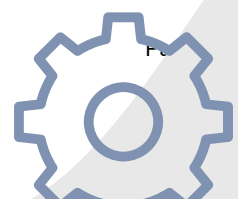




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1 Core Details

Service Name: Revo Managed Service for Xurrent and Halo

Supplier: Revo SM Group Ltd

Framework: G Cloud 15

Service Type: Cloud Cloud Support Lot 3

2 Service Overview

Revo provides fixed fee unlimited platform services and support. Including implementation, hyper care, training, module implementation, service management consultancy, design and process implementation, custom form builds, additional workflow builds and platform expansion into other departments.

This covers the Xurrent Enterprise Service Management Platform, Xurrent IMR and Halo ITSM / PSA / CRM Platforms and all features available within those platforms in accordance with the licensing conditions.

3 Service Scope

-  Unlimited configuration changes
-  Workflow and automation design
-  New department onboarding
-  Custom forms and catalogue
-  Platform audits
-  Training
-  Process design advisory

4 What the Service Delivers

-  Full implementation
-  Continuous enhancement
-  Platform module deployments
-  Workflow development
-  Internal Platform Automation
-  Platform expansion into other departments
-  Platform Audits
-  Training enablement

5 Service Features

-  Unlimited platform changes
-  Included implementation
-  Workflow automation
-  CMDB and forms
-  Integrations
-  Training
-  Audit reviews
-  Process support
-  Vendor maintained platform

6 Service Benefits

- 📌 Predictable yearly cost
- 📌 Rapid delivery
- 📌 Reduced internal workload
- 📌 Better adoption
- 📌 Higher platform value
- 📌 Improved service quality
- 📌 Audit readiness
- 📌 Ongoing optimisation
- 📌 Aligned service goals

7 How the Service Is Delivered

- 📌 Remote delivery via workshops, teams meetings, design meetings and project planning, on premise delivery is possible in certain circumstances at additional cost.

8 Service Outputs

- 📌 Forms
- 📌 Workflows
- 📌 Automations
- 📌 Audits
- 📌 Training
- 📌 Documentation
- 📌 Platform expansion

9 Skills and Experience

- 📌 Xurrent expertise
- 📌 Halo expertise
- 📌 Workflow specialists
- 📌 Integration consultants
- 📌 ITIL expertise

10 Security and Data Protection

- 📌 Revo follows GDPR and is Cyber Essentials + certified
- 📌 Vendor responsible for platform security
- 📌 Customer responsible for their data governance

11 Dependencies and Buyer Responsibilities

- 📌 System access
- 📌 Stakeholder availability
- 📌 License purchases
- 📌 Budget

12 Exit and Transition Management

All data is held within the ESM / ITSM platform and not Revo's, if there are defined deliverables that are on going at the end of the contract then Revo will deliver these within 3 months of end if the customer is available. Revo will make sure that none of the documentation or design is held within our systems and is available to the customer. 3 Months notice is needed before the end of the contract.

13 Ordering and Onboarding

-  G-Cloud call off
-  SOW defines scope
-  Licensing provisioned
-  Access provided

14 Pricing

-  From £25000 per year based on a 3 year contract.
-  Single year contracts available and priced on request
-  Pricing is based on size of business.
-  Licensing for the platform should be purchased through Revo for this service to be available.



Get in touch

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