

UP3 ServiceNow Managed Services

Pricing Document



Managed Service Pricing



Service	Features		Measures	Price (£)
Managed Support Service	Fully-certified UK based Managed Service team, with security vetting, covering engagement support and development.		Core hours: 09:00-17:30 (extended as required up to 24x7)	£150,000- £750,000 + per annum (subject to customer service scope)
Core support	Resolution of incidents Full management of escalations to ServiceNow	Fulfilment of requests Dedicated UK based team of Managed Service Consultants	Resolution SLAs: P1 - 4 hours P2 - 8 hours P3 - 3 days P4 - 5 days	
Platform management	Scheduling and testing, patch and platform upgrades Proactive platform management and optimisation Workflows and automation		Quarterly patching Up to 2 upgrades per year	
Demand management	Backlog enhancement, agile boards etc Demand reviews as required (minimum quarterly)		TBD	
Service reporting & measures	Service status dashboards and weekly reporting Onsite status updates Service reviews		CSAT or NPS, SLAs Weekly, monthly, quarterly	
Development	Agile development to deliver application extensions, enhancements and additional functionality		Agreed during onboarding	
Managed Development Service	Additional high cadence agile development scaled to suit customer's demand and roadmap	Includes Engagement Manager and Business Process Consultant for roadmap and demand delivery	Capacity, in the form of development sprints, agreed per customer	Priced according to capacity (sprints) required

*Capacity modelled on customer specific ServiceNow platform and applications in scope.

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