



Built on ServiceNow

G-Cloud 15 ServiceNow Automated Testing, Deployment and Monitoring Service Overview



Contents

Contents 1

Service Overview 2

Service Constraints..... 5

Store Purchase & Technical Requirements 6

Security & Assurance 6

Service Onboarding & Management..... 8

Onboarding & Offboarding..... 8

Service Management 9

Performance & Service Level Agreements 10

Financial Recompense..... 11

Commercial Terms..... 11

End of Contract..... 14

Support & Enablement 15

Trial Services 16

References 17

Service Overview

AutomatePro Overview of G-Cloud Service

AutomatePro is a UK-based SME and award-winning SaaS provider specialising in intelligent test automation and DevOps for ServiceNow. Our patented, AI-powered platform is built natively on ServiceNow and is the most reviewed automation solution on the ServiceNow Store. Public sector organisations use AutomatePro to remove manual testing effort, reduce upgrade risk and accelerate delivery across every ServiceNow module.

Manual testing is slow, inconsistent and resource-intensive, particularly in environments with high levels of customisation, multiple integrations and cross-domain processes. These factors create hidden defects, increase operational risk, delay upgrades and slow down release cycles. Teams also spend significant time producing audit evidence, screenshots, documentation and user guides, which adds cost without improving quality.

AutomatePro addresses these challenges by providing a low-code, no-code automation platform that tests complete ServiceNow business processes, including all customisations and third-party integrations. It is the only solution capable of testing true end-to-end ServiceNow workflows rather than isolated units. Once implemented, the platform automatically maintains compatibility with new ServiceNow releases such as Yokohama by updating all actions and checks, ensuring that any test failures highlight real defects rather than platform changes. This approach dramatically reduces the need for functional or user acceptance testing during upgrades.

The platform orchestrates and automates code deployments between ServiceNow environments, eliminating manual errors and accelerating release cycles. It automatically generates test summary reports, user guides, process documents and fully audit-ready evidence, including click-by-click records of every action. A single dashboard provides visibility of overall platform test health, and elastic test execution enables nightly regression testing across the entire ServiceNow estate.

For public sector bodies, the result is faster delivery, improved stability, reduced operational and upgrade risk, and consistent governance and audit assurance. As two-time winners of ServiceNow's Partner of the Year awards in 2024 and 2025, AutomatePro delivers proven impact across government, healthcare, education and regulated public services.

ServiceNow Powered by AutomatePro

AutomatePro is designed specifically for environments found in large and regulated enterprises. Delivered out of the box with minimal integration effort, it provides a native automation layer that executes high-volume, end-to-end test scenarios across every ServiceNow module. The platform automatically tests all customisations, configurations and third-party integrations, helping organisations scale test coverage, reduce ticket volumes and accelerate the return on their ServiceNow investment.

The service delivers rapid time to value by removing dependency on manual testing and significantly reducing the need for traditional UAT cycles. It provides governance for citizen development, supports shift-left practices, and accelerates the safe adoption of new ServiceNow versions. Training guides, process documentation and audit-ready evidence are

generated automatically, enabling faster deployment of new features while allowing staff to refocus on strategic work rather than BAU testing.

AutomatePro was developed with ServiceNow and for ServiceNow, and is fully integrated through the ServiceNow Store. All test actions, checks and components are automatically updated as soon as a new ServiceNow release is published, removing the need to rebuild test scripts and cutting test re-work time dramatically. Any defects discovered during testing are created automatically and routed to the correct team, providing clear traceability and faster resolution.

The platform enables both technical and non-technical users to create and execute tests through an accessible low-code interface, reducing the cost and reliance on specialist testers. Because AutomatePro tests complete end-to-end workflows exactly as real users interact with them, organisations gain assurance that processes work in practice, not just in theory. Cross-platform capability means full business processes can be validated across multiple applications, reducing the need for separate testing tools and resources across departments.

To further accelerate time to value, AutomatePro includes pre-built HRSD and ITSM test packages, reusable test blocks and continuous response-time monitoring straight out of the box. The platform provides instant audit-ready documentation at the touch of a button, and automated training videos are available as an optional enhancement.

This approach gives public sector bodies faster releases, improved stability, reduced operational risk and a consistently upgrade-ready ServiceNow platform with lower delivery costs.

ServiceNow Store Reference

“I have gained considerable experience in the software domain and can assert with confidence that I've discovered a standout tool for automated testing. AutomatePro unquestionably stands as one of the finest applications I've ever encountered. Its ease of use is truly impressive, boasting an intuitive and user-friendly interface. Say goodbye to the hassle of scripting, as AutomatePro handles it for you, thanks to its straightforward interface, QuickStart AI. This feature employs templates to record actions and assign validations based on your preferences, eliminating the need for manual script creation. AutomatePro also excels in capturing screenshots of each tested area, providing a crystal-clear view of any failures. This visual feedback is invaluable in swiftly identifying and addressing issues. This application has significantly enhanced the efficiency of our testing processes, making it an indispensable asset. Currently, we rely on AutomatePro for testing ServiceNow and Salesforce, and it has proven to be an invaluable companion in ensuring the quality of our software solutions.” said **Application Test Manager at NHS England**

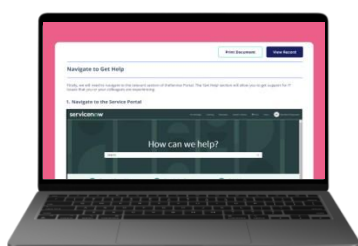
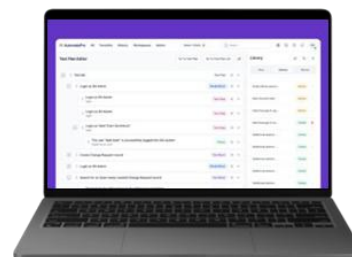
“Change Management is our most customised and complex module in the ITSM space. Before AutomatePro, it took two people six days to manually test it end-to-end. Now, with AutomatePro, it runs in the background in just 34 minutes, no manual input required, just the press of a button,” said **Martin Jones, Director, Global ServiceNow Platform & Product Lead.**

“We had our most successful ServiceNow upgrade ever over the weekend... I think we can call this one Brilliant,” said **Director, DCM, ServiceNow Platform at Fortune 100 Pharmaceutical Company.**

Functional Overview

AutoTest

Fully automated regression testing across both functional and user acceptance testing. AutoTest covers test creation, maintenance, automated execution, test coverage and results within a single platform; speeding up testing cycles, increasing coverage and improving accuracy. By automating the full end-to-end process, AutoTest also dramatically reduces the level of UAT required from business users.

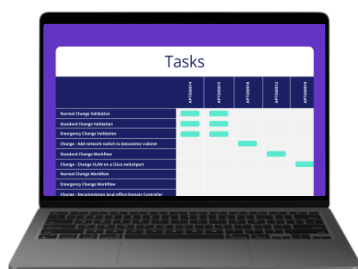
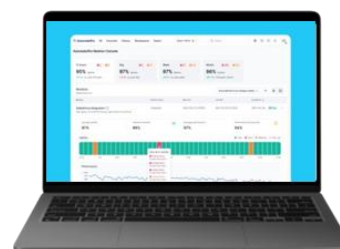


AutoDoc

Includes test execution reports, user-friendly training guides, test evidence, upgrade risk reports and audit ready documentation. Reports are produced instantly in a consistent, audit-ready format, eliminating need for manual screenshotting or manual evidence collation. Identifies defects introduced by ServiceNow upgrades and patches, ensuring rapid understanding of impact and take corrective action and maintain platform stability.

AutoMonitor

Continuous, real-time monitoring of production material and system alerts for performance, security, compliance and availability. AutoMonitor checks page load times to detect slow processes, alerts when key security controls are not adhered to, and monitors the uptime of integrations between ServiceNow and third-party applications.



AutoPlan

A central hub for orchestrating releases across all environments, connecting to Agile tools, synchronising data in real time, and providing end-to-end visibility and traceability. AutoPlan is a single pane of glass for release management, showing product versions, where epics and stories sit on each ServiceNow environment, highlighting updates ready for promotion. Acting as a clear management dashboard and control centre for seamless, transparent deployment.

AutoDeploy

Continuous promotion of code through ServiceNow environments ensures repeatable, safe and governed deployment processes. A central place to manage conflict resolution for developers, the platform automatically moves code between environments on a scheduled basis to minimise working-time disruption, and links tests to deployments to ensure releases are quality-gated. AutoDeploy also automates evidence collection for audits and maintains consistency across environments for full visibility, managing permissions to keep deployments controlled and compliant.





Professional Services

AutomatePro and our partners can provide experts in DevOps, Test Strategy, Test Automation and Project Delivery to ensure the successful implementation and adoption by the AutomatePro platform.

These services are designed together with the AutomatePro implementation team and the customer after the custom proof of value demonstration and used to accelerate skills transfer and automation of new and existing tests. We mandate a service pack of minimum 27 days for mobilization to embed best practice methodologies and accelerate time to value. The current budgetary price for this minimum service package is £23,350 as of submission.

Available services include the following:

- Hands-on project participation and task ownership
- Shadowing, guidance, mentoring and support
- Best Practices Workshops (templates, re-usable content)
- Resource Optimisation and Centre of Excellence Methodology
- Hypercare

Additional services are available on a time and materials basis from our automation factory.

Service Constraints

AutomatePro will give Customer ten (10) days' prior notice of an Infrastructure Modification if AutomatePro, in its reasonable judgment, believes that the Infrastructure Modification will impact Customer's use of the Services, unless, in the reasonable judgment of AutomatePro, the Infrastructure Modification is necessary to:

- a) Maintain the availability, security, or performance of the Services;
- b) Comply with Applicable Law; or
- c) Avoid infringement or misappropriation of third-party Intellectual Property Rights.

"Maintenance Time" means the time the Services are not Available due to an Infrastructure Modification, Upgrade, or Update.

"Excused Downtime" means:

- Maintenance Time of up to two hours per month; and
- Any time the Services are not Available due to circumstances beyond AutomatePro's control, including modifications of the Services by any person other than AutomatePro or a person acting at AutomatePro's direction, a Force Majeure Event, general Internet

outages, failure of Customer's infrastructure or connectivity (including direct connectivity and virtual private network ("VPN") connectivity to the Services), computer and telecommunications failures and delays, and network intrusions or denial-of-service or other criminal attacks; and

- Any time the Services are not Available due to ServiceNow's own availability as defined in ServiceNow's then current Subscription Service Agreement or equivalent.

"Infrastructure Modification" means any repairs, maintenance, improvements, or changes to the cloud infrastructure used by AutomatePro to operate and deliver the Services.

Store Purchase & Technical Requirements

Store Purchase

Customer requests installation from the ServiceNow App Store. AutomatePro issues the license key to perform the installation in the Customers ServiceNow instance/environment.

Network Access

Client provides web access between the AutomatePro controller and the ServiceNow instance. We may need to be added to ACL (Access control lists) to allow both systems to communicate.

Access Control & Security

AutomatePro is a scoped application distributed via the ServiceNow Store and undergoes mandatory technical and security assessments by ServiceNow's own certification team prior to each release.

The application supports Role-based access control (RBAC) with the inclusion of multiple application specific ServiceNow roles granting admin, user, or viewer rights to individual AutomatePro modules and is only accessible through your ServiceNow instance; all data is stored within the AutomatePro application on your ServiceNow instance.

AutomatePro's master controller is hosted in Amazon Web Services (AWS). The instance will be hosted in a single AWS data centre based in a region of the customer's choice (London for most UK Government). Customer data transferred to AWS is limited to the data provided within AutomatePro (e.g. test data). No data is stored in the AWS instance and test data is deleted once executed.

Data transfers use TLS 1.2 or higher and support OAuth 2.0 authentication. Certifications include ISO 9001, ISO 27001 and Cyber Essentials and an annual penetration test is performed by an accredited third party (who?) and regular vulnerability scans are performed in-house.

Security & Assurance

Information Assurance

AutomatePro provides services in compliance with the OFFICIAL security classification and operates a formal information security program that aligns with the National Cyber Security Centre's (NCSC) 14 cloud security principles. AutomatePro also undergoes multiple external audits per year to maintain certifications that include ISO 27001 and Cyber Essentials.

Backup & Disaster Recovery

All application data is stored in Customer's own ServiceNow platform and would be backed up by ServiceNow as per agreements between Customer and ServiceNow and restoration would be between Customer and ServiceNow. AutomatePro does not perform or provide backups of customer data.

Data Protection

Data Protection Officer

The Data Protection Officer can be contacted by emailing dpo@automatepro.com

Personal Data Processing

Customer will be the Data Controller and AutomatePro will be the Data Processor.

Persons including employees and contractors authorized by AutomatePro to Process Personal Data will be bound by appropriate confidentiality obligations.

- **Data Subjects:** Customer's employees and contractors who interact with the Services.
- **Categories of Data:** Employer name, Employee Name, Job Title, Email Address, Phone Number, and any other data Customer chooses to include in the Services.
- **Special Categories of Data:** None.
- **Frequency of Transfer:** Continuous.
- **Purpose and Nature of Processing:** AutomatePro will Process Personal Data to provide the Services in accordance with the Agreement and this DPA.
- **Duration of Processing:** AutomatePro will Process Customer Personal Data for the term of the Agreement.

Sub-Processing

Customer authorizes AutomatePro to engage Sub-Processors appointed in accordance with the Contract. Upon request, AutomatePro will share an up-to-date list of current Sub-Processors. AutomatePro will require all of its Sub-Processors to protect Customer Personal Data to the standard required by applicable Data Protection Laws and Data Processing Agreements.

Data Breach

AutomatePro will notify Customer without undue delay and, where feasible, no later than seventy-two (72) hours after becoming aware of a Personal Data Breach.

Data Privacy & Security Audits

AutomatePro will undertake independent third-party audits and/or internal audits at least once per calendar year. Upon request, AutomatePro will make available relevant certificates and audit reports so Customer can verify AutomatePro's compliance with the standards against which it has been assessed. Audit reports are confidential information of AutomatePro and must be protected by Customer as defined in an applicable non-disclosure agreement.

Only to the extent Customer cannot reasonably satisfy AutomatePro's compliance through assurance reports provided by AutomatePro or where required by applicable Data Protection Laws, Customer or its authorized representatives may conduct an audit to assess AutomatePro's compliance no more than once per calendar year.

Customer audits of AutomatePro must comply with the following terms:

- Customer must provide written notice to AutomatePro at least sixty (60) calendar days in advance unless prevented by applicable Data Protection Laws;
- Customer and any third-party auditor must enter into a confidentiality agreement with AutomatePro;
- Any applicable third-party auditor must be suitably qualified and not be a competitor of AutomatePro;
- Customer will bear the costs of the audit.

If the audit has any findings of material noncompliance, then AutomatePro will promptly address such findings.

Service Onboarding & Management

Customer Responsibilities

Environment

- AutomatePro requires a high quality, stable and performant test and production environment (for cloning purposes) with suitable test data for installation.
- Customer Dependencies in order for the engagement to have a high chance of success we will require
- Configured accounts/access to enable consultants to work remotely
- Appropriate test environment permissions (often admin) to complete the work
- Availability of client team members and third parties to provide context/information as required
- Availability of test data
- Customer to provide clear scope of test cases for PS engagement
- A customer point of contact for escalation

Onboarding & Offboarding

Onboarding

AutomatePro's onboarding process ensures a seamless transition from sales to delivery, enabling rapid value realization and long-term client success. It is structured around five key pillars:

- **Knowledge Transfer:** A formal handover from Sales to Operations includes business context, contracts, and technical prerequisites. A Kick-Off Meeting aligns stakeholders and introduces the Success Plan.
- **Success Planning:** A co-developed Success Plan defines measurable outcomes, cadence schedules, and stakeholder responsibilities. This plan drives the engagement to maintain

alignment and accountability and includes: A committed start date agreed by all parties, team size and associated budget and Target go live date

- **Defining the deliverables** to ensure alignment and knowledge of the customers unique and / or customised workflows. This includes prioritisation of a limited, and achievable set of required tests, with walkthrough of business processes. Please note that more complex, or custom workflows are likely to require custom actions, and will typically extend the time required to build tests
- **Enablement:** Clients receive complimentary tailored training via LMS and workshops. AutomatePro trainers mentor client teams in best-practice design and test development, accelerating adoption and reducing future support dependency. See Schedule A for more details.
- **Governance:** Weekly updates, deliverables sign-offs, and a formal closure process ensure transparency and control. A RACI matrix defines roles, and support includes access provisioning, configuration workshops, and ongoing technical guidance.
- **Best Practice Operations** Hypercare gives teams rapid access to quick answers, guided support and clear next steps during early adoption. This partnership model ensures transparent service delivery, empowers the client to confidently own and sustain quality outcomes, and accelerates user adoption so the organisation can fully embrace the value of the solution from day one.

Offboarding

The customer offboarding process provides a structured, cross-functional approach to managing the end of a customer relationship, ensuring compliance, data protection, and a professional experience throughout. It begins with receipt and validation of termination notice, followed by internal alignment across Operations, CSM, Support, Sales, Finance, and Security. Customers are formally notified of timelines and supported through data extraction and transfer, while technical teams deactivate accounts, environments, and integrations. Finance finalises billing and closes the account, and internal teams' complete system cleanup and documentation. The process concludes with an internal review to capture insights and drive continuous improvement.

Customers should plan the transition back to ServiceNow's Automated Test Framework (ATF) or generic enterprise tooling at least six weeks prior to offboarding.

Service Management

Customer Success Management

As an AutomatePro account, the customer will be assigned a Customer Success Manager (CSM) as your primary point of contact. Your CSM acts as an account manager, trusted advisor, product expert, and coach to help accelerate your ServiceNow testing and achieve long-term success with our products. AutomatePro CSMs assist customers in achieving their desired outcomes while by building strong relationships, providing onboarding and guidance, and proactively addressing challenges to maximize satisfaction. They are responsible for gaining deep knowledge of each customers' strategic business needs and goals, as well as collaborating to achieve objectives and help solve testing challenges. CSMs conduct monthly Customer Success cadence meetings to review business initiatives and strategic alignment, discuss product usage

and health metrics, create Success Plans, and discuss action items. They also coach customers on AutomatePro best practices, present business reviews, and encourage the use of resources such as trainings, webinars, and community forums to improve adoption and satisfaction. CSMs also partner closely with cross-functional teams to translate customers business needs into solutions as well as advocate across departments.

Performance & Service Level Agreements

Service Levels & Incidents

Customer support is provided to resolve defects that cause a nonconformity in the Services as compared to the then current Product Definition and Description (Customer Support). A resolution to a defect may consist of a fix, workaround, or other relief, as AutomatePro deems reasonable.

The AutomatePro Support Portal is the place to go for self-resolving issues and getting help from AutomatePro's support teams which can be accessed by designated users at <https://support.automatepro.com>

In the Support Portal users can submit help tickets, submit product ideas, access known error documentation and FAQs, view previous releases, and easily navigate to other AutomatePro sites such as the LMS or Documentation sites.

The portal is available 24/7 and help tickets will be handled during UK Business Hours (US cover can also be provided). Response times to new help tickets range from 30-minutes for the most critical issues to 3 business days for non-urgent issues such as queries.

AutomatePro operates a 3-tiered support model incorporating Problem and Known Error Management and maintains a 5-star customer satisfaction score.

Customer can access AutomatePro's support portal <https://support.automatepro.com/> ("Support Portal") to access self-help resources and open cases 24 hours a day, 7 days a week. Customer Support personnel will address cases per the target level of effort for the given case Priority stated below

Priority	Definition
P1	Any defect that causes the Services to be wholly unavailable
P2	Any defect that causes a critical function of the Services to fail
P3	Any defect that significantly impedes work or progress
P4	Any defect that does not significantly impede work or progress

For the purpose of Target Response Time and Target Level of Effort in the table below, "Business Day" means Monday through Friday, 9am to 5pm UK time excluding local public holidays, for the support region(s) defined in the signed Order Form.

Priority	Target Response Times	Target Level of Effort
P1	30 minutes	Continuously, 24 hours per day, 7 days per week
P2	2 hours	As appropriate during Business Day
P3	1 business day	As appropriate during Business Day
P4	3 business days	As appropriate during Business Day

Customer Support does not include performing the following:

- Implementation, configuration, integration or customization services;
- Implementation, configuration, or advice relating to programming languages and custom library selectors;
- Training or assistance with administrative functions;
- Resolving immaterial defects;
 - Resolving defects due to modifications of the Services made by any person other than AutomatePro or a person acting at AutomatePro's direction.
 - Resolving defects on any instance of the Services not in conformance with the Upgrade and Updates Policy
- AutomatePro may, in its sole discretion, offer supplemental Customer Support service options for an additional fee. If Customer chooses to purchase such supplemental services, the applicable additional terms and conditions will be reflected in the applicable package description referenced in Customer's associated ordering document.

AutomatePro reserves the right to charge for the Customer Support for any individual user if, in AutomatePro's reasonable opinion, the user is misusing the support services for basic training purposes.

Financial Recompense

Remedies

AutomatePro do not provide financial recompense for not meeting service levels, but we do provide Termination for Cause. AutomatePro will, within 30 days after the effective date of Customer's termination for AutomatePro's breach, refund to Customer any prepaid fees received by AutomatePro covering the remainder of the Subscription Term for the Services, if applicable, after the effective date of termination. Within 30 days after the effective date of AutomatePro's termination for Customer's breach, Customer will pay all remaining amounts, if any, payable under this Agreement for the Subscription Term applicable to the terminated Order Form, regardless of the due dates in the Order Form.

- Configured accounts/access to enable consultants to work remotely
- Appropriate test environment permissions (often admin) to complete the work
- Availability of client team members and third parties to provide context/information as required
- Availability of test data
- Customer to provide clear scope of test cases for PS engagement
- A customer point of contact for escalation

Commercial Terms

Pricing

AutomatePro offers 3 packages (Standard, Professional and Enterprise) designed to cater for every government client unable to meet the stringent government criteria for testing and audits using free / open source or alternative generic tools for ServiceNow testing.

Packages

NEW STANDARD	NEW PROFESSIONAL	NEW ENTERPRISE
£45,000	£115,000	£250,000
5 AutoTest Users 5 AutoDoc Users 5 Execution Engines 3 ServiceNow Instances 250 Automation Hours	10 AutoTest Users 10 AutoDoc Users 1 AutoDeploy Instance 1 AutoPlan Instance 25 AutoMonitors 10 Execution Engines 3 ServiceNow Instances 1000 Automation Hours	20 AutoTest Users 20 AutoDoc Users 1 AutoDeploy Instance 1 AutoPlan Instance 50 AutoMonitors 20 Execution Engines 3 ServiceNow Instances 2500 Automation Hours Add-On AutomatePro+

Discount percentage by annual call-off contract value (excluding vat)	
Less than £250,000	0%
Between £250,000 and £500,000	10%
Between £500,001 and £1,000,000	20%
Between £1,000,001 and £2,500,000	30%
Between £2,500,001 and £5,000,000	40%
Over £5,000,001	50%

Additional discounting may be available for multi-year contracts paid up front in total, in advance. Example Professional Services bundles and rate card can be found below.

Professional Service / Example Service Packages	Example 1	Example 2	Example 3	Example 4
Consultancy (days)	2	6	10	14
Hypercare (days)	3	4	5	6
Testing (days)	20	40	70	100
Engagement (days)	2	5	8	12
Bundle Price	£23,350	£43,700	£68,490	£91,800
Bundle Discount	12%	15%	17%	20%

Professional Service	Guidance
Consultancy	Consultancy days are <u>not</u> to be used for building tests. A few examples of what consultancy days may be used for include: • Creation of a test strategy, test approach, test plans, or other test documentation. • Prioritization of testing using the Test Prioritization Matrix. • Performing an audit of existing test quality.
Testing	Testing days are to be used for creating automated tests and automated regression tests in AutomatePro.
Training	Days are to be used for instructor-led AutomatePro product training – standard and advanced.
Automation Hours (per month)	Hours where a job (i.e., a test) is running either manually activated or part of a scheduled job
Engine Executions	The number of parallel executions the license agreement allows for
Number of ServiceNow Environments	The number of environments you can run automated tests and jobs against (ex: Dev, Test, UAT)
Upgrade Readiness Report	A report designed to allow for faster upgrades by comparing pre and post upgrade test results
Hypercare	Providing support after we have built and handed over a regression pack or initial configuration
Engagement	Supporting engagement with AutomatePro, test/documentation building alongside the customer

Ordering & Invoicing Process

Ordering Process

Customers can request a product demonstration at: <https://automatepro.com/request-a-demo/>. Once ready to proceed, a formal quotation must be issued by an AutomatePro Sales contact, ensuring the solution and pricing are validated for the specific customer. The quotation also serves as the Order Form and must be signed and returned alongside a signed copy of AutomatePro's Subscription Service Agreement (SSA), and a Purchase Order covering the full subscription term. A copy of the SSA can be viewed at <https://automatepro.com/legal/>

After receipt of the signed quote, SSA and PO, AutomatePro arranges ServiceNow entitlement setup and completes provisioning.

Invoicing Process

AutomatePro invoices Subscription licences annually in advance. Invoicing terms for Professional Services packages are agreed prior to contract signature and are invoiced in advance or at client risk, on a Time & Materials basis. AutomatePro's standard payment terms are 30 days from the invoice date.

Any queries relating to invoicing and payment should be directed to accounts@automatepro.com.

End of Contract

Term, Renewals and Upgrades

Agreements will continue for the period of the Initial Subscription Term and automatically renew for successive one-year terms (i.e., the Renewal Period(s)) unless (a) Customer provides AutomatePro with no less than 90 days' written notice of intent to terminate or (b) AutomatePro provides Customer with no less than 90 days' written notice prior to the end of the then-current Subscription Term that it elects not to renew this Agreement or that the automatic renewal provision will not apply.

Customer may at any time purchase additional services by executing an additional Order Form; the subscription term for such additional services will be coterminous with the remainder of the Subscription Term of the existing Services.

On termination of the Subscription Term, Customer will stop accessing and using, and AutomatePro will stop providing, the Services and all related rights granted to Customer in this Agreement terminate immediately, automatically, and without notice.

Termination

This Agreement begins on the Effective Date and continues until terminated under its terms. Each party may terminate this Agreement in its entirety: (1) immediately on notice if the other party becomes the subject of a petition in bankruptcy or any proceeding related to its insolvency, receivership, or liquidation, in any jurisdiction, that is not dismissed within 60 days of its commencement or an assignment for the benefit of creditors; or (2) immediately on notice if the

other party materially breaches this Agreement and does not cure such breach within 30 days after the other party's receipt of notice of the breach.

Either party may terminate an Order Form or SOW on notice if the other party materially breaches this Agreement or the applicable Order Form or SOW for the Services and does not cure the breach within 30 days after receiving notice of the breach. Professional Services are separately ordered from the Services and are not required for use of the Services. A party's breach of its Professional Services obligations will not by itself constitute a breach by that party of its Subscription Service obligations, even if the services are enumerated in the same Order Form.

Support & Enablement

Training Programme

Training Available

We provide a comprehensive complementary training programme designed to ensure successful platform adoption.

- Foundation – Welcome to AutomatePro – product and capability overview.
- Intermediate – Enhanced delivery and operational skills, including new features and product functionality.
- Advanced – Specialist capabilities and Lua scripting for testing heavily customised environments.

Skill Level Required

- Foundation: No prior experience required beyond basic IT literacy.
- Intermediate & Advanced: Knowledge of coding, test development principles and ServiceNow recommended.

Time to complete

- Foundation: 3 hours
- Intermediate & Advanced: 2–3 weeks

Capabilities at the End of the Course

Participants will:

- Gain proficiency in the AutomatePro platform.
- Apply best practices for project execution and onboarding.
- Demonstrate advanced delivery and configuration skills.
- Develop qualities for coaching and influencing product strategy.

Support Available

- Access to the Learning Management System (LMS) for progress tracking and reminders.
- Dedicated training support team for technical queries and drop-in sessions.

Recommended Start Time

Immediately after contract signature to align with onboarding and ensure readiness for project initiation.

LinkedIn Badge

Successful participants will be directed to a LinkedIn badge to showcase their achievement and enhance professional visibility.

User Community

Graduates gain access to an exclusive user community, enabling peer-to-peer learning, knowledge sharing, and continuous engagement with best practices.

Trial Services

AutomatePro offers custom demo and Proof of Concept options in the AutomatePro environment. Other options may be available on request.

Custom demo in AutomatePro environment

One-hour deep dive demo showing complex workflows or modules available after a more general product demo .

Short duration usability trial in AutomatePro environment ,

Customer given access to environment to complete training exercises Welcome to AutomatePro training on the AutomatePro Learning Management System

3-week technical Proof of Concept in Customer Instance

AutomatePro user can create 2-3 custom scenarios in client instance, for example

- Service Catalog item workflow
- Critical System test
- Custom Application scenario

Success will be measured by AutomatePro's ability to remove the technical blockers present in current toolsets, demonstrate ease of maintenance and prove the reusability of model blocks. Quality of documentation, stakeholder confidence and overall usability scores will also form key indicators of successful adoption.

Customer users (2-3) to complete AutomatePro Fundamentals training course. A minimum professional package license level applies.

Pricing of the Proof of Concept in a client environment is available for the nominal charge of £2,500.

References

“When every upgrade demands three months and three people manually testing across a highly customised platform supporting 130,000 users, the result is overworked teams, repetitive effort, and avoidable errors.

For the Ministry of Justice, automation changed everything. Now, upgrade testing a one-person task, 66% faster, and zero incidents raised. By nailing the platform fundamentals, MoJ has increased stakeholder confidence, improved platform maturity, and we are now ready for CI/CD and AI adoption.” **Platform Owner, Ministry of Justice**

“Despite well-planned upgrades, manual testing introduced risk, slowed delivery, and limited scalability. Today, with over 70% of manual steps automated, regression testing prioritized, and real-time visibility & reporting implemented, testing is repeatable, results are consistent & DEFRA is always “upgrade ready”. DEFRA now upgrades 45% faster, saving £400k annually, with less risk and higher quality.” **Platform Owner, Department for Environment, Food & Rural Affairs**