



Transforming IT, Powering Growth

G-Cloud 15: Service Description

Service Offering - Neyo ServiceNow Cloud Implementation
& Support

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Executive Summary

Neyo provides a Lot 3 service offering end-to-end cloud implementation and support for the ServiceNow platform, covering ITSM, CSM, ITOM, ITAM, CMDB and security operations capabilities. We focus on rapid, low-risk delivery with strong knowledge transfer so public-sector buyers achieve sustainable, outcomes-driven improvements to service management and operations.

Company Overview

Formation & Heritage

Neyo was established in 2014 in England and Wales, United Kingdom, with headquarters in London (Wenlock Road). In continuation of our growth journey, we opened a subsidiary company in Mumbai, India, enabling us to provide 24/7 delivery capacity and surge support for large-scale transformations.

Leadership & Experience

Neyo's leadership team brings more than two decades of global experience working with enterprise organisations across retail, telecom, financial services and public sector. Our leaders have delivered large-scale IT projects across the UK, EU, Middle East, North America and South America, leading highly cross-cultural teams through complex transformations.

Core Strength

We specialise in modernising service operations, optimising processes, and delivering measurable business outcomes across complex enterprise environments. Our expertise spans ITSM, CSM, ITOM, ITAM, CMDB and security operations capabilities—applied across the ServiceNow platform.

Mission, Vision & Core Values

Mission

Our mission is to help organisations transform their IT operations through clear advisory, practical delivery, and long-term accountability. We guide clients through complex transformation journeys with expert insight, hands-on execution, and structured enablement—ensuring solutions are not only delivered but embedded successfully.

Vision

Neyo envisions a world where technology enables organisations to operate with clarity, confidence, and purpose. We aspire to be a trusted partner in IT transformation—recognised for helping organisations achieve operational excellence through transparency, efficiency, and sustainable growth. We shape resilient digital ecosystems where businesses are empowered to evolve continuously and unlock their full potential through effective use of technology.

Core Values

- **Fact-based Guidance**
Our guidance is grounded in expertise, evidence, and experience—helping clients make informed decisions based on facts, not assumptions.
- **Trust as Foundation**
Trust is the foundation of everything we do—from the advice we provide to the relationships we build. We earn trust through consistency, openness, and a commitment to doing what is right for our clients.
- **Integrity**
We believe in absolute transparency with our clients, ensuring every interaction is grounded in honesty, clarity, and accountability.
- **Journey Empowerment**
We empower our clients throughout their transformation journey by sharing knowledge, building capability, and enabling long-term self-sufficiency.
- **Client-Centric**
We put our clients at the centre of every decision, tailoring our approach to their unique needs and delivering meaningful value without unnecessary complexity.

Why Choose Neyo for ServiceNow?

Certified ServiceNow Expertise

Deep domain expertise across ITSM, CSM, ITOM, ITAM, CMDB, and security operations disciplines for **ServiceNow implementations and support**. Proven track record delivering enterprise-scale ServiceNow transformations.

ServiceNow-Focused Partnership

We specialise in ServiceNow as a strategic platform for IT service management and enterprise service management. Our approach is tailored to ServiceNow's capabilities, best practices and continuous innovation roadmap.

Proven Experience

Proven experience delivering complex, enterprise-scale ServiceNow transformation programmes including cloud support and managed services for public and private sector organisations across multiple industries.

Advisory-Led Partnership

We combine strategic guidance, hands-on delivery, and long-term accountability. We don't just implement; we advise, execute, and stand behind our work.

Strong Focus on Enablement

We build long-term capability, not dependency. Structured knowledge transfer and training ensure your team operates independently post-implementation and can optimise your ServiceNow investment.

Service Overview

This service covers the full lifecycle from advisory and design through implementation, migration, go-live and ongoing support for the ServiceNow platform. It is suitable for small, mid-market and enterprise public-sector organisations seeking to modernise ITSM/ESM, improve visibility, and reduce operational risk using ServiceNow.

Key outcomes include:

- Improved incident, request and change performance, with measurable reductions in resolution times and backlog.
- Accurate, trusted configuration and asset data to support risk management and decision-making.
- Strong user adoption and self-sufficiency through structured training and enablement.
- Optimised use of ServiceNow capabilities aligned to industry best practices and your organisational roadmap.

ServiceNow Expertise and Capabilities

Neyo is a consulting, implementation and reseller partner for ServiceNow, with deep expertise across the following modules and capabilities:

IT Service Management (ITSM)

- Incident Management
- Change Management
- Problem Management
- Service Request Management
- Service Level Management (SLM)
- Knowledge Management

Customer Service Management (CSM)

- Case Management
- Service Portal optimisation
- Customer self-service capabilities
- Integration with ITSM workflows

Configuration Management Database (CMDB)

- Data model design and optimisation
- Automated discovery and reconciliation
- CI relationship mapping
- Continuous data quality assurance

IT Operations Management (ITOM)

- Discovery and service mapping
- Event and alert management
- Integration with monitoring platforms
- Visibility across hybrid cloud environments

IT Asset Management (ITAM)

- Hardware and software asset lifecycle
- License compliance and optimisation
- Cost reporting and chargeback
- Vendor management integration

Security Operations (SecOps)

- Incident response automation
- Vulnerability management
- Compliance workflows
- Integration with SIEM and security tools

Service Scope and Phased Delivery

Neyo delivers ITSM services across ServiceNow platform capabilities through a structured, phased approach. Our delivery framework ensures clear scope definition, measurable milestones, and sustainable outcomes aligned to buyer requirements and organisational maturity.

Phase 1: Discovery & Assessment

- Assess current ITSM/ESM maturity, processes, tooling and data.
- Define requirements and statement of work aligned to buyer objectives and budget.
- Design high-level operating model and governance.
- Evaluate ServiceNow fit and configuration approach.
- Deliverables: Baseline assessment, requirements specification, governance charter, ServiceNow roadmap.

Phase 2: Design & Configuration

- Detailed process and configuration design for incident, request, change, problem and other agreed processes.
- Integration design with existing tools (e.g. monitoring, HR, finance, identity).
- Data model and migration planning, including CMDB/asset structure and discovery strategy.
- ServiceNow-specific design for workflows, automation, reporting and user experience.
- Deliverables: Configuration design, integration roadmap, data migration plan, ServiceNow build specification.

Phase 3: Deployment & Enablement

- Build/configuration in ServiceNow, testing (SIT/UAT), and preparation for go-live.
- Data migration, validation and reconciliation.
- Role-based training (service managers, admins, power users, end users).
- Hypercare/go-live support and stabilisation.
- Deliverables: Go-live confirmation, training records, operational runbook, ServiceNow administration guide.

Phase 4: Ongoing Support & Optimisation (optional call-off)

- Post-go-live support, minor enhancements and ServiceNow platform optimisation.
- Continuous improvement roadmap and periodic health checks.
- Advisory support on ServiceNow roadmap, licensing, instance optimisation and best practices.

- Support for ServiceNow releases and patches.

Scope and deliverables are tailored and defined in the Call-Off Order Form and Statement of Requirements.

Typical Timelines

Indicative timelines (subject to scope and dependencies) are:

- Small organisation (50–200 users, single ITSM module on ServiceNow): 8–12 weeks.
- Mid-market (300–1000 users, core ITSM on ServiceNow): 14–18 weeks.
- Enterprise (1000+ users, multi-module ServiceNow including ITSM/ITOM/ITAM): 20–28 weeks.

Each engagement includes discovery, design/configuration, testing, go-live and hypercare phases; timelines are refined during scoping and documented in the Implementation Plan.

Delivery Team and Locations

A typical mid-market project team comprises:

- 1 Engagement Manager / Project Lead.
- 1 Principal Architect / Lead ServiceNow Consultant.
- 2 Senior Developers / ServiceNow Configuration Consultants.
- 1 QA Tester.
- 1 Trainer / Change Lead.

Neyo's core team operates from London, UK, with additional capacity from our Mumbai, India, subsidiary, where appropriate and agreed with the buyer.

All staff working on government projects are subject to pre-employment screening; BPSS-equivalent checks can be completed where required, and higher clearances can be supported where the buyer sponsors them.

Subcontractors are only used for specialist skills and are bound by the same contractual, security and confidentiality obligations.

Success Metrics and Outcomes

Neyo measures success using jointly defined KPIs, for example:

- Reduction in average incident resolution time (e.g. 30–50% improvement).
- Increase in first-contact resolution rate.
- Reduction in unauthorised/failed changes and change lead time.
- CMDB/asset data accuracy (e.g. >95% completeness for key CIs after discovery).
- User adoption and satisfaction scores for new ServiceNow portals and processes.
- ServiceNow system uptime and performance.

Case Study

ServiceNow ITOM Discovery & Asset Visibility – UK Large Bank

Challenge

A large bank with 15,000+ IT assets across multiple datacentres and cloud environments had no reliable configuration management database (CMDB). Asset discovery was fragmented, and risk/compliance decisions were made on incomplete data.

Our Role

Acting as an advisory-led transformation partner, we modernised the CMDB and asset discovery capability within ServiceNow, improving data quality and operational visibility.

Scope

- Assessment of current asset landscape and data quality.
- ServiceNow ITOM/Discovery configuration and integration with monitoring and cloud platforms.
- Automated discovery rules and validation processes using ServiceNow native tools.
- Training and handover to internal team on ServiceNow ITOM administration.

Timeline & Investment

16–24 weeks (discovery and CMDB pilot), estimated investment £80k–120k, involving 1 architect, 1 ITOM specialist, 1 tester.

Outcomes

- Enterprise-wide visibility of 15,000+ assets in single ServiceNow source of truth.
- CMDB data accuracy improved from 30% to 92% (measured against reality).
- Improved compliance and risk reporting based on trusted ServiceNow data.
- Foundation established for multi-year ITSM capability maturity programme.
- Roadmap agreed for expanded ITOM and ITSM modules within ServiceNow.
- Foundation for future integration with ServiceNow ITAM and other modules.

Risk Management and Governance

Neyo uses a structured risk and issue management approach aligned with the call-off contract. Typical risks and mitigations include:

- Scope Creep: managed through a defined Statement of Requirements, change control and governance forums.
- Data Quality Issues: addressed by early discovery, data profiling and iterative migration/testing.
- Integration Complexity: mitigated via early technical design, sandbox testing and vendor collaboration.
- ServiceNow Release Cycles: managed by planning implementations during stable release windows and testing release-specific features early.
- User Adoption: supported through stakeholder mapping, communication plans, training and change champions.

Risks, issues and dependencies are tracked in a RAID log reviewed with the buyer in regular governance meetings (e.g. weekly project boards).

Support Model

Neyo provides structured, responsive support tailored to service criticality and buyer requirements. Our support operates across three tiers, with clear response commitments and escalation procedures.

Tier 1: Help Desk & User Support (First Line)

- Neyo Response Time: 4 business hours
- Resolution Target: 2 business days for standard issues
- Scope: User training, password resets, access requests, standard incident logging
- Channel: Email, phone (per buyer preference)
- Staffing: Monday-Friday, 08:00-18:00 UK time (or buyer-specified hours)

Tier 2: Technical Support & Configuration (Second Line)

- Neyo Response Time: 2 business hours for high-priority issues
- Resolution Target: 5 business days for complex issues
- Scope: Configuration troubleshooting, data integrity issues, integration problems
- Expertise: ServiceNow administration, process design, integration
- Escalation: Senior technical resource for critical issues

Tier 3: Strategic Advisory & Optimisation

- Proactive performance reviews (frequency to be agreed)
- Platform optimisation recommendations
- Roadmap planning for capability evolution
- Root cause analysis for recurring issues
- Cost optimisation and licensing advisory

Shared Responsibility Support Model – Neyo and ServiceNow

Neyo operates a shared responsibility model with ServiceNow: we handle configuration, customisation, integrations and process issues; ServiceNow remains responsible for platform availability, infrastructure and core features, with Neyo managing vendor escalations on behalf of the buyer.

Support Area	Neyo Responsibility	Vendor (ServiceNow) Responsibility
User Support	First-line help desk, training, troubleshooting	Platform stability, user authentication, performance
Configuration Issues	Custom configuration, workflow design, process alignment	Platform features, core functionality, patches
Integration	Integration design & implementation	API availability, data exchange protocols
Platform Upgrades	Compatibility testing, configuration validation	Platform patches, security updates, releases
Escalation	Vendor liaison, issue tracking, resolution coordination	Technical investigation, root cause analysis, fixes

Service Level Agreements

SLAs operate comprehensively across two levels: Neyo response commitments and vendor platform SLAs from ServiceNow. Both operate in parallel to ensure issue resolution and platform reliability.

Vendor Platform SLA & Responsibilities

- **ServiceNow:** Published SLAs for cloud platform availability, performance, and vendor support response
- **Vendor owns:** Infrastructure, platform uptime, core feature availability, security patches
- **Buyer Responsibility:** Maintaining valid vendor support contracts; communicating vendor SLA expectations at call-off stage
- **Neyo Role:** Primary support contact; vendor liaison for escalations; coordination and status tracking

Out of Hours Support (Optional)

- Available on-demand for critical incidents (charged separately)
- Escalation procedure and senior resource assignment
- Subject to vendor support availability and vendor SLA terms

Priority Levels & Noyo Response Times

Severity	Impact	Noyo Response	Noyo Target	Vendor Escalation
Critical	Platform down, business-critical service unavailable	1 hour	4 hours	Immediate (vendor critical SLA applies)
High	Significant degradation, workaround available	4 hours	1 business day	Within 4 hours
Medium	Minor impact, limited workaround	1 business day	3 business days	Within 1 business day
Low	Cosmetic/informational, no business impact	2 business days	5 business days	Within 2 business days

Custom support models, extended vendor coverage, and alternative SLA terms are available and priced separately. Noyo SLAs complement—not replace—vendor platform SLAs.

Security and Compliance

Security and compliance are foundational to how we deliver ITSM services. Noyo maintains certified security controls and ensures implementation practices meet UK government standards. Our responsibility covers secure delivery, configuration, access management, and compliance enablement.

Noyo's Security Standards & Certifications

- **ISO 27001:** Noyo operates under certified information security management controls
- **Cyber Essentials:** Foundation-level certification covering essential security controls
- **Cyber Essentials Plus:** Enhanced certification with independent validation of security measures
- **UK GDPR Compliance:** Data protection by design, Data Subject Access procedures
- **Secure Delivery Practices:**
 - Encrypted data transmission (TLS 1.2 minimum)
 - Secure data migration protocols with validation and reconciliation
 - Role-based access control (principle of least privilege)
 - Audit logging of all configuration and data access

Noyo's Configuration & Implementation Security

- Secure platform configuration aligned to buyer's security requirements
- **Integration security:** Encrypted connections, secure API authentication
- **Access control design:** Role-based security, privileged access management
- Security awareness training for buyer's team
- Incident response procedures for security events during delivery
- Confidentiality agreements and NDA coverage

Shared Responsibility Security Model – Noyo and ServiceNow

Security Area	Noyo Responsibility	Vendor Responsibility (ServiceNow)
Secure Delivery	Secure data migration, encrypted transmission, access controls	Platform data encryption at rest, infrastructure security
Configuration Security	Secure configuration design, access control setup, audit logging	Platform security features, role-based access framework

Patch Management	Testing compatibility of vendor patches with configuration	Developing, releasing, and providing security patches
Vulnerability Management	Configuration hardening, security testing of customisation	Platform vulnerability identification and remediation
Compliance Enablement	Designing controls to meet compliance requirements	Meeting platform-level compliance standards (SOC 2, ISO 27001)
User Access	Implementing access policies, training on security	Authentication mechanisms, session management
Data Protection	Data classification support, GDPR compliance procedures	Data encryption, secure deletion, residency guarantees

Neyo maintains comprehensive security controls throughout delivery. Vendor platform security (patches, infrastructure, datacentre compliance) is the responsibility of ServiceNow and covered by their published security standards.

Compliance with UK government standards, data protection regulations, and sustainability commitments is embedded in our delivery. We work within the vendor's security framework and maintain clear accountability for compliance at each level.

Compliance Standards & Policy Requirements

- **Government Security Classifications:** Support for OFFICIAL and OFFICIAL SENSITIVE data (vendor platform supports classification controls)
- **Cloud Security Principles:** UK government cloud security standards (vendor responsible for infrastructure compliance)
- **Accessibility Standards:** WCAG 2.1 (AA) compliance for platform configurations
- **Data Residency:** Data held within UK or mutually agreed jurisdictions (vendor manages datacentre locations)
- **Modern Slavery Act 2015:** Compliance statement and supply chain due diligence
- **Greening Government Commitment:** Carbon footprint tracking and sustainability measures

Neyo's Compliance & Assurance Responsibilities

- Compliance documentation and audit readiness support
- Annual audit preparation (internal and external audit coordination)

- Incident response coordination for security breaches
- Breach notification procedures per GDPR requirements
- Compliance reporting templates and monitoring
- Supply chain security vetting and subcontractor compliance
- Security awareness training for buyer's team

Vendor Platform Compliance Responsibilities

- ServiceNow:
 - FedRAMP, SOC 2 Type II, ISO 27001 certification
 - Government Cloud Security Principles compliance
 - Data encryption (at rest and in transit)
 - Vulnerability management and security patches

Annual Compliance & Security Review

- Attestation of vendor compliance (ServiceNow)
- Review of buyer's access control policies
- Assessment of configuration security posture
- Recommendations for policy and control improvements

Neyo owns secure delivery and compliance enablement. Vendor owns platform-level compliance (certifications, patches, infrastructure). Buyer owns access governance and policy enforcement. Clear delineation protects all parties and ensures comprehensive security coverage.

Business Continuity and Disaster Recovery

Neyo ensures ITSM platforms maintain operational resilience and can recover swiftly from disruptions. Our BC/DR approach balances cost, recovery time, and data protection. We work collaboratively with ServiceNow, whose infrastructure resilience underpins platform availability.

Disaster Recovery Planning

- RTO (Recovery Time Objective) definition: Target platform recovery time post-incident
- RPO (Recovery Point Objective) definition: Acceptable data loss tolerance
- Backup strategy: Frequency, retention, off-site replication
- Failover procedures: Automated and manual switchover processes
- Deliverable: DR Plan and Recovery Procedures document, agreed at call-off stage

Platform Resilience & Redundancy

- Multi-region deployment (where vendor cloud services support)
- Data replication: Real-time or near-real-time to secondary datacentre
- Backup frequency: Daily incremental, weekly full backups (minimum, vendor-dependent)
- Backup testing: Quarterly restore drills to confirm recovery capability
- Disaster scenario testing: Annual DR exercise with recovery team

Shared Responsibility Model - Business Continuity & Disaster Recovery

BC/DR Area	Neyo Responsibility	Vendor - ServiceNow Responsibility
BC/DR Plan Design	Design BC/DR strategy, document procedures, define RTO/RPO	N/A (Neyo-led)
Backup Strategy	Define backup schedule, testing, recovery procedures	Provide backup infrastructure, data encryption, retention policies
Data Replication	Configure replication, validation, monitoring	Provide replication technology, multi-region infrastructure
Failover Procedures	Document and test failover steps	Provide failover capabilities, regional switching
Infrastructure Availability	Configuration resilience, integration redundancy	Platform uptime SLAs, datacentre redundancy, disaster recovery
Testing & Validation	Plan and execute DR drills, document findings	Support test environments, validate recovery capability
Post-Incident Recovery	Coordinate recovery, validate data integrity	Restore infrastructure, confirm service availability

Neyo owns BC/DR planning and testing; vendors own infrastructure-level resilience (replication, failover, uptime SLAs). Recovery success depends on both parties executing their responsibilities.

BC/DR isn't static. Regular testing, review, and vendor coordination ensure the plan remains current and effective as platforms evolve and risk profiles change.

Business Continuity Procedures

- Incident notification and escalation procedures
- Alternative working arrangements (e.g., manual ticket management during outage)
- Communication plan for affected users and stakeholders
- Roles and responsibilities during BC/DR events
- Post-incident review and lessons learned process

Testing & Validation

- Quarterly restore tests: Noyo conducts backup validation and recovery testing
- Annual DR exercise: Full platform failover simulation with buyer team involvement
- Test scope: Data integrity, configuration availability, integration functionality
- Vendor coordination: ServiceNow support availability during tests
- Results reporting: Documentation of test outcomes, remediation of failures

Business Continuity Procedures

- Review BC/DR plan: Minimum annual (triggered by major platform changes or incidents)
- Assess vendor infrastructure changes: New regions, failover capabilities, uptime improvements
- Update RTOs/RPOs based on evolving business criticality
- Incorporate lessons learned from any incidents or test failures
- Update contact lists, escalation procedures, and communication channels

Vendor Platform Resilience (Infrastructure-Level) : ServiceNow

- Published SLAs for platform uptime (typically 99.5%+)
- Multi-region data centre deployment
- Automatic failover for infrastructure failures
- Daily backup and point-in-time recovery
- Disaster recovery testing by vendor (published results available)

Noyo's Continuity Commitment

- BC/DR Plan creation and maintenance
- Quarterly DR testing and validation
- Annual comprehensive review
- Incident response coordination
- Escalation to vendor support for infrastructure-level failures
- Post-incident analysis and plan updates

Onboarding & Knowledge Transfer

Knowledge transfer is embedded throughout our delivery lifecycle, not relegated to project end. Our approach ensures the buyer's team gains practical capability, confidence, and independence to operate, maintain, and evolve their ServiceNow environment long-term.

Structured Training Programme

- Role-based training curriculum (IT Service Managers, Administrators, Power Users, End Users).
- Hands-on workshops using buyer's actual ServiceNow configurations and data.
- Training delivery during design and deployment phases (not just post-launch).
- Training materials tailored to buyer's processes, terminology and ServiceNow instance.
- Certification assessments to confirm competency in ServiceNow administration.

Hands-On Shadowing & Mentoring

- Neyo team members work alongside buyer's team during configuration and deployment.
- Reverse shadowing: buyer's team leads activities under Neyo guidance.
- Real-time problem-solving within buyer's ServiceNow context.
- Mentoring on ServiceNow administration, best practices and optimisation.

Documentation & Knowledge Base

- Operational runbooks for routine ServiceNow procedures (password resets, incident creation, etc.).
- Configuration documentation with rationale for design decisions in ServiceNow.
- Troubleshooting guides and escalation procedures specific to ServiceNow.
- RACI matrix and escalation contacts for ongoing support.
- Video tutorials and quick-reference guides for ServiceNow users and admins.
- All documentation in buyer's preferred format and language.

Knowledge Transfer Attestation

- Formal sign-off by buyer on competency of key staff in ServiceNow administration.
- Documented evidence of training completion and assessment results.

- Transition plan from Neyo delivery team to buyer's operational team, agreed at call-off stage.
- Defined support model for post-go-live ServiceNow questions.

Continuous Improvement Planning

- Joint review of ServiceNow performance and operational challenges.
- Recommendations for configuration optimisation and platform enhancements.
- Roadmap for capability maturity progression and future ServiceNow modules.
- Training refresher schedule for new team members and system changes can be agreed with the buyer as needed.

Exit & Transition

Service continuity is paramount during the transition away from Neyo services. Our exit approach ensures minimal disruption, complete knowledge transfer, and a supported handover to a replacement supplier or internal team.

Exit Planning & Notification

- Exit Plan initiation: Within 3 months of call-off contract commencement (per G-Cloud 15 requirements)
- Replacement supplier identification: Joint planning with buyer and incoming supplier
- Timeline definition: Minimum 8-week transition period (can extend based on complexity)
- Exit Manager assignment: Named contact for all transition coordination
- Scope definition: Data transfer, knowledge handover, parallel running, cutover procedures

Configuration Transfer

- Data extraction: Full backup of all configurations implemented.
- Data format: Delivered in buyer-accessible format (CSV, XML, database export)
- Data validation: Integrity checks and reconciliation with source systems
- Metadata documentation: Configuration rationale, integration specifications, custom automation
- Configuration baseline: "As-built" documentation reflecting final platform state
- Access credentials: Delivery of administrative access for replacement supplier or internal team

Knowledge Handover & Documentation

- Runbook delivery: Comprehensive operational documentation updated post-delivery
- Training refresh: Final round of training for buyer's operational team covering full lifecycle
- Video documentation: Recorded walkthroughs of complex processes and administration
- Troubleshooting guides: Updated with lessons learned from operational period
- Escalation matrices: Updated contact lists, vendor support processes, known issues
- Vendor relationship introduction: Facilitated handover with ServiceNow vendor support teams

Parallel Running & Cutover Support

- Parallel operation period: New system and predecessor system run simultaneously (typically 2-4 weeks)
- Cutover planning: Joint schedule defining go-live milestones, cutover window, fallback procedures
- Cutover execution support: Neyo team available during cutover for issue resolution and rollback guidance
- Post-cutover stabilisation: Typically 1-2 week transition period with escalation support from Neyo
- Cutover sign-off: Formal acceptance of handover and end of Neyo responsibility

Transition Assurance & Support

- Transition readiness review: Pre-cutover assessment of replacement supplier/team preparedness
- Issue tracking: Agreed process for transition issues and post-cutover support
- Warranty period: Extended support period post-cutover for critical issues (typically 30 days)
- Success criteria: Defined metrics for transition success (data integrity, user acceptance, SLA compliance)
- Formal closure: Exit sign-off confirming successful transition and end of framework engagement

Exit planning is collaborative and transparent. We remain committed to smooth transitions and operational continuity. Transition costs are typically embedded within contract pricing; extended parallel running or alternative supplier support arrangements are charged separately.

Sustainability and Social Value

Neyo is committed to sustainable business practices and delivering positive social impact. We invest in education, environmental conservation, and youth development—building healthier communities both in the UK and internationally.

Education & Youth Development

- **Wallington County Grammar School (2025–2026):** Ongoing sponsorship supporting Sport(Cricket) excellence and student opportunity
- **Work for Good Programme (2022):** Supported youth development and social responsibility training
- **Girls' Education in India (2025):** Sponsoring education for 10 girls throughout the year, enabling access to schooling and future opportunities

Environment Conservation

- **Woodland Trust Sponsorship (2025–Present):** Active corporate partnership supporting tree planting, woodland protection, and restoration across the UK
- **Carbon Reduction Commitment:** In future we will be Investing in tree planting and native woodland creation to offset carbon footprint

Charity & Community Support

- **akt (2024):** Donation to support LGBTQ+ youth facing homelessness and hostile living environments
- **Commitment to vulnerable young people:** Supporting homelessness prevention and youth safety initiatives

Circular Economy & Waste Management

- **FirstMile Partnership:** Social enterprise waste collection and recycling—supporting jobs and circular economy principles
- **Zero-waste commitment:** Responsible disposal and recycling of unavoidable office materials
- **Supplier alignment:** Partnering with values-driven social enterprises for our operations

Cloud-Native, Digital-First Operations

- **No on-premise servers:** All Applications used by Neyo for internal purposes are SaaS based only. Similarly All applications delivered via cloud platforms (ServiceNow)
- **Paperless office:** No printers; 100% digital workflows and documentation

- **Vendor responsibility:** Leverage cloud providers' renewable energy commitments and data centre efficiency
- **Reduced hardware waste:** No manufacturing, shipping, or disposal of physical infrastructure
- **Minimal carbon footprint:** Scalable, efficient cloud consumption aligned to actual usage

Why This Matters

- **Environmental Leadership:** Paperless, serverless operations with responsible waste management—genuine sustainability
- **Values-Driven Supply Chain:** Partnering with social enterprises (FirstMile) demonstrates commitment beyond profit
- **Education Access:** Direct impact on educational opportunity for disadvantaged young people (UK and internationally)
- **Climate Action:** Supporting woodland creation and carbon sequestration beyond our minimal footprint
- **Community Wellbeing:** Protecting vulnerable young people and enabling pathways out of homelessness
- **Long-Term Partnerships:** Multi-year commitments demonstrating sustained social responsibility

Sustainability and social value are embedded in how we operate—from our digital-first culture to our supply chain decisions to our community investments.

We believe technology companies have a responsibility to minimise impact and give back. These partnerships reflect our commitment to creating positive change beyond our business.

Nexo can provide a Carbon Reduction Plan following the PPN 06/21 template and agree on additional sustainability KPIs at the call-off stage.

Pricing Framework and Rate Card (Lot 3)

Pricing follows the Lot 3 rate card structure and is transparent, with no hidden fees.

A detailed G-Cloud 15 Pricing Framework document is available on request, setting out implementation scenarios, support tiers, TCO examples, and pricing principles for ServiceNow engagements.

Implementation and Support Services

Time-and-materials with clearly defined deliverables per phase (Discovery, Design & Configuration, Deployment & Enablement).

- **Structure:**
 - Phased approach (Discovery, Design & Configuration, Deployment & Enablement)
 - Time & Materials model with fixed deliverables
 - Costs vary by platform and complexity
- **What's Included:**
 - All three implementation phases
 - Structured knowledge transfer and training
 - Documentation, runbooks, troubleshooting guides
 - Data migration, validation, and go-live support
 - Post-go-live stabilization (typically 4 weeks)

Indicative Day-Rate Ranges (ex-VAT):

- Principal Architect / Senior ServiceNow Consultant: £900–1200/day.
- Senior Developer / ServiceNow Configuration Consultant: £750–900/day.
- Developer: £500–750/day.
- Tester: £400–500/day.
- Trainer / Change Lead: £500–650/day.
- Engagement Manager / Project Lead: £900–1200/day.

Working day: 8 hours exclusive of travel and lunch

Where offshore resources are used, pricing follows the India Offshore SFIA rates published in our Lot 3 SFIA Rate Card

Day-rate ranges are within the maximum SFIA Lot 3 rate card published separately and represent indicative call-off pricing only; actual rates will be confirmed in the Call-Off Order.

Support Retainers:

- Tier 1: Help Desk & User Support
 - Monthly retainer + excess hourly usage
 - User training, password resets, access requests, incident logging
 - Monday–Friday, 08:00–18:00 UK time
- Tier 2: Technical Support & Configuration
 - Monthly retainer + excess hourly usage
 - Configuration troubleshooting, data integrity, integrations, root cause analysis
 - For organizations needing hands-on post-go-live support
- Tier 3: Strategic Advisory & Optimization
 - Fixed monthly retainer (no usage-based charges)
 - Quarterly performance reviews, optimization recommendations, roadmap planning
 - For enterprise organizations committed to continuous improvement
- Bundling & Discounts:
 - Tier 1 + Tier 2 = 10% discount
 - Tier 1 + Tier 2 + Tier 3 = 15% discount
 - 12-month commitment = 5% discount
 - 24-month commitment = 10% discount

Typical support retainers, which vary with organisation size, persona/role needed and scope, are

- Tier 1 (Help Desk): approx. £2,500–4,000/month.
- Tier 2 (Technical Configuration & Optimisation): approx. £5,000–8,000/month.
- Tier 3 (Strategic Advisory & Roadmap): approx. £10,000–15,000/month.

Buyers can combine tiers for bundled discounts and agree 12- or 24-month commitments for improved commercial terms, documented in the Call-Off Order Form and Schedule 5 (Pricing).

Retainer figures are indicative only; actual rates derive from the Lot 3 SFIA day rates and are confirmed in the Call-Off Order, in line with our G-Cloud 15 Pricing Framework.

Transparent Pricing Principles

- **No Hidden Fees** — All costs documented upfront in Call-Off Order
- **Scope Management** — Changes scoped as formal Change Notices with cost impact
- **Flexible Engagement** — Scale resources up/down; pay for what you use
- **Fixed Deliverables** — Defined outputs per phase; quality standards non-negotiable
- **Competitive Benchmarking** — Rates align with G-Cloud market rates for ITSM services

- **Renewal Flexibility** — Support contracts renewable annually; terms negotiable

How to get a Quote

- **Initial Discovery Call (No charge)** — Understand requirements & preliminary scope
- **Detailed Scoping (Typically 1–2 weeks)** — Assessment & implementation plan
- **Proposal & Pricing (Typically 5 business days)** — Detailed cost breakdown & recommendations
- **Call-Off Order (Formal engagement)** — Signed order, team assignment, kick-off

Certifications and Insurance

Neyo will maintain and provide evidence of:

- Cyber Essentials Certification (and renewals) in line with the Cyber Essentials schedule.
- Information Security Controls aligned to ISO 27001; where formal certification is held, details and scope will be provided at framework award.
- Insurance Cover consistent with Joint Schedule 3, including professional indemnity, public liability and employers' liability at or above the required levels.

Full details (certificate numbers, expiry dates and insurance limits) can be supplied as part of framework onboarding and updated as required during the framework term.

Summary

Neyo's Lot 3 service—ServiceNow Cloud Implementation & Support—is designed to deliver sustainable, business-outcomes-focused ITSM and operations solutions for UK public-sector organisations of all sizes.

We combine deep ServiceNow expertise, advisory-led delivery, rigorous governance, and long-term commitment to enablement, ensuring our clients achieve operational excellence and self-sufficiency.

We welcome the opportunity to discuss your specific requirements and how Neyo can support your ServiceNow transformation journey.

Key Details - Neyo

For any clarifications reach out to below resources:

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Document Version Control

Version	Date	Author	Changes
1.0	January 2026	Chirag Karnik	Initial document creation; comprehensive Service Definition for G-Cloud 15