

Welford Service Management

Pricing Document

1. Overview

This pricing document provides list pricing for Welford Service Management (WSM) on G-Cloud. WSM is an ITSM service desk platform with Change Management (integrated CAB), Problem Management, reporting and audit trails, and integrated CMDB/Asset Management (Enterprise). The service is delivered as a dedicated customer instance/tenant with supplier-managed infrastructure. Final pricing (including tenant hosting/scale requirements and optional services) is confirmed in the Order Form/Call-Off Contract.

2. Pricing model and definitions

2.1 Definitions

- ✓ **Agent:** a service desk engineer/analyst who manages and resolves tickets.
- ✓ **Requester:** an end user who raises or tracks tickets/requests (unlimited requesters included).
- ✓ **Tenant:** a dedicated WSM instance for a buyer (isolated environment).

2.2 Charging model

- ✓ **Primary unit:** per Agent per month (unlimited requesters included).
- ✓ **Tenant hosting and scale:** provided as a dedicated tenant; hosting/scale requirements are agreed and priced in the Order Form (see Section 5.2).
- ✓ **Billing:** monthly or annual (annual prepay discount applies).
- ✓ **Minimum term:** 12 months unless otherwise agreed.

3. Discounts

- ✓ **Educational organisations:** 10% discount on SaaS subscription fees (eligibility verification may apply).
- ✓ **Annual prepay:** 10% discount on SaaS subscription fees.
- ✓ **Volume discount:** reflected in the pricing bands below.

4. Free trial

A free trial is available on request (typically 14–30 days) for evaluation purposes. Trials are non-production and scope/limits are agreed with the buyer.

5. SaaS subscription pricing

5.1 Per-Agent subscription (unlimited requesters included)

5.1.1. Option 1: Professional

Includes: Incident & Request Management, Service Catalogue, SLAs/OLAs, approvals, notifications, dashboards, audit trail and exports, Change Management with integrated CAB, Problem Management, Knowledge Base, email-to-ticket, APIs and standard integrations.

Agent band	Price per agent / month
1 – 10	£65
11 – 50	£60
51 – 200	£55
200+	On request

5.1.2. Option 2: Enterprise

Includes everything in Professional, plus integrated CMDB with relationships (as configured), Asset Management lifecycle controls, and enhanced reporting/configuration options.

Agent band	Price per agent / month
1 – 50	£85
51 – 200	£80
200+	On request

5.1.3 Dedicated tenant delivery (hosting/scale)

WSM is delivered as a dedicated tenant per buyer. Tenant hosting and scale requirements vary depending on ticket volumes, integrations, data retention, storage/attachments and reporting needs. Therefore, the tenant hosting/scale charge (if applicable) is confirmed in the Order Form/Call-Off Contract based on buyer requirements.

6. Optional add-ons (list prices)

Add-on	Price per agent / month	Notes
Additional environment (dev/test)	£250/month	per tenant (where provided)
Dedicated subscription isolation	From £750/month	enhanced isolation by agreement
CMDB import & relationship mapping pack	£2,500 one-off	initial CI load and mapping support
Asset import/discovery assistance	£750/day	time & materials

7. Professional services (optional)

Item	Price	Notes
Onboarding / implementation (remote)	£10,000–£25,000 one-off	scope dependent
Integration setup (per integration)	£3,500–£10,000 one-off	complexity dependent
Consultancy services (implementation / transformation)	£750 – 1250 /day	onsite/remote; role dependent
Onsite workshop/training	£1,250/day + expenses	by agreement

8. Support add-ons (optional)

Standard support is via ticketing/email during UK business hours (Mon–Fri, 9am–5pm).

Support tier	Price	Notes
Enhanced Support (08:00–20:00 Mon–Fri)	£250/month	phone for P1/P2 during enhanced hours; per tenant
24x7 P1 Incident Response	From £1,000/month	P1-only; acknowledge/triage ≤60 mins;

scope/limits in Order Form

9. What's included and exclusions

- ✓ **Included:** SaaS access, dedicated tenant delivery, standard updates, audit trails, standard exports, and standard support channel availability.
- ✓ **Excluded unless purchased:** bespoke development, complex custom integrations, additional environments, dedicated subscription isolation, onsite services, premium/24x7 support.

10. Ordering and invoicing

Ordering is via Digital Marketplace in accordance with the G-Cloud Call-Off process. An Order Form/Call-Off Contract confirms services, quantities, term, selected options, and any tenant hosting/scale requirements. Invoicing is monthly or annual as agreed; VAT will be added where applicable.



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