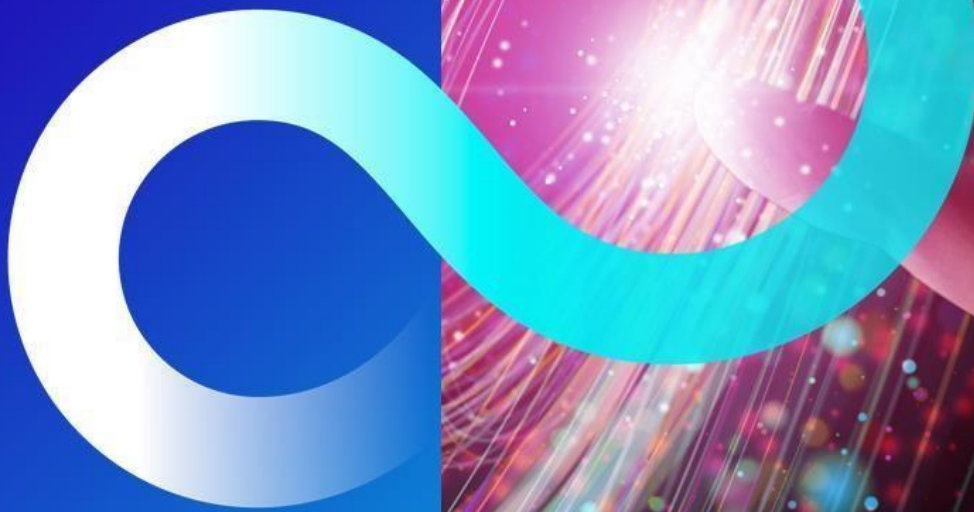


Pricing Document

FUJITSU

Fujitsu ServiceNow Product and Resource Pricing



G-Cloud 15

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Introduction

This document sets out the pricing for ServiceNow cloud products and services available through Fujitsu.

Licensing

The below table covers a range of applications across IT, HR, customer service, security, risk, and ESG management, showing the different packages, editions, and optional add-ons available.

ServiceNow helps organisations automate workflows, improve efficiency, and gain better insights through integrated tools and analytics. The products are offered in flexible packages, allowing departments to scale capabilities to their needs, choose the right edition, and include optional AI or analytics features where required.

This indicative pricing guide is intended to make it easy to understand what each ServiceNow solution delivers, how it can support government services, and how it can be adopted efficiently across teams. It should be noted that many of the below products have additional add-on capabilities; please contact us for more information on features and additional cost.

As an Elite Partner of ServiceNow, we can offer preferable, discounted licence rates. Please contact us for a bespoke quote.

Pricing Structure

Product	Licence Type and Description	Type	Licence cost p/m (USD)
Core platform			
ServiceNow Platform	The cloud-based platform underpinning all ServiceNow products, providing a common data model, workflow engine, security, integration, and low-code application development capabilities.		
Service Management & Operations			
ServiceNow ITSM Standard	Fulfiller - Provides core IT service management capabilities including Incident, Problem, Change, Request, Asset and Cost Management, Digital Portfolio Management, and self-service experience to streamline service delivery.	Fulfiller	100
ServiceNow ITSM Enterprise	Includes all capabilities of ITSM Pro plus additional service optimisation features such as Workforce Optimisation and Process Mining to improve operational efficiency at scale.	Fulfiller	150
ServiceNow ITSM Pro Plus (Add-On)	Enhances ITSM Enterprise with advanced AI Agents, analytics, conversational summarisation and automation capabilities beyond the base Enterprise licence.	Fulfiller	225
ServiceNow ITOM – Visibility	Provides foundational IT operations capabilities including discovery, service mapping, certificate management, firewall audits, Service Graph connectors, and CMDB enrichment to gain real-time visibility across infrastructure.	Subscription Unit	12
ServiceNow ITOM – AIOps Professional	Extends ITOM Visibility by adding event management, metric intelligence and service reliability capabilities to streamline alert	Subscription Unit	24

	triage and improve MTTR through better operational insights.		
ServiceNow ITOM – AIOps Enterprise	The enterprise-level offering that adds advanced analytics and operational health capabilities — including health log analytics, cloud optimisation, synthetic monitoring, and proactive anomaly detection — to enable comprehensive observability and proactive remediation.	Subscription Unit	42
ServiceNow Software Asset Management Professional	Provides software asset lifecycle management, including discovery, normalisation, software spend detection, licence compliance, reclamation, and optimisation. Includes platform analytics, predictive intelligence, and client software distribution to identify unused software and reduce cost and risk.	Subscription Unit	8
ServiceNow Software Asset Management Enterprise	Extends Software Asset Management Professional with cloud cost management and machine-learning-driven normalisation to provide deeper insight into software and cloud spend, usage, and compliance across hybrid environments.	Subscription Unit	12
ServiceNow Hardware Asset Management	Provides end-to-end lifecycle management for physical IT assets, including asset tracking, hardware lifecycle workflows, device and network asset management, analytics, and predictive intelligence to improve visibility, control, and compliance across the hardware estate.	Subscription Unit	6
Citizen, Customer & Employee Services			
ServiceNow Customer Service Management – Standard	Provides essential customer service capabilities including Agent Workspace, Case Management, Omnichannel self-service, Knowledge Management, Walk-Up Experience, Engagement Messenger, Service Management for issue resolution and Advanced Work Assignment functionality.	Fulfiller	125
ServiceNow Customer Service Management – Professional	Builds on Standard with AI-enabled analytics and automation, including Proactive Customer Service Operations, Task Intelligence, Performance Analytics, Virtual Agents, Outsourced Customer Service, Continual Improvement Management, Vendor Management, Workspace DevOps and related capabilities to increase agent productivity and self-service success.	Fulfiller	225
ServiceNow CSM 'Plus' (Add-On)	Add-on package that includes AI Agent Studio, AI Agent analytics, AI Agent Orchestrator, Now Assist in AI Search, Now Assist in Virtual Agent, case and chat summarisation, resolution notes generation and email reply recommendation capabilities.		Contact for pricing
ServiceNow Customer Service Management – Enterprise	Includes all Standard and Professional features plus advanced operational capabilities such as Workforce Optimization and Process Mining for enhanced efficiency and resource management at scale.	Fulfiller	325
ServiceNow HR Service Delivery – Standard	Provides core HR case and knowledge management with employee self-service through Employee Center Pro and Universal Request, enabling employees and managers to raise, track and resolve HR enquiries through a single, digital HR service experience.	HR User	9

ServiceNow HR Service Delivery – Professional	Delivers HR case and knowledge management, employee self-service, HR Agent Workspace, performance analytics, Predictive Intelligence, Universal Request, Virtual Agent and mobile support to streamline HR operations and employee experiences.	HR User	16
ServiceNow HR Service Delivery – Enterprise	Includes all Professional capabilities plus advanced employee life-cycle workflow capabilities such as Employee Journey Management and Alumni Service Centre to support complex HR processes and strategic HR operations at scale.	HR User	20
ServiceNow HR Service Delivery – Now Assist Add-On	Adds generative AI acceleration capabilities (Now Assist) to HRSD to enhance productivity with AI-powered assistance, summarisation, and conversational support.		Contact for pricing
Governance, Risk & Compliance			
ServiceNow Integrated Risk Management – Standard	Provides foundational governance, risk and compliance tools for managing policy lifecycles, risk assessments, audit workflows and performance analytics to improve visibility and control across the enterprise.	IRM Operator	125
ServiceNow Integrated Risk Management – Professional	Builds on Standard with intelligent automation, virtual agent support, continuous monitoring and predictive insights to scale risk and compliance programmes with improved responsiveness and operational efficiency.	IRM Operator	250
ServiceNow Integrated Risk Management – Enterprise	Includes all Professional capabilities plus enterprise-grade risk and resilience functions such as advanced automated risk assessments, comprehensive compliance workflows and enhanced operational risk orchestration for large organisations.	IRM Operator	375
ServiceNow ESG Management	A unified solution for environmental, social and governance (ESG) programs that centralises ESG data collection, monitoring, performance tracking, executive dashboards, audit-ready reporting and management of sustainability goals within the enterprise workflow platform.	Metric Definition	5,000
Security Operations			
ServiceNow Security Incident Response Standard	Provides end-to-end incident handling and automated workflows to detect, investigate, contain and resolve security incidents, improving response speed and reducing organisational risk.	UU	2.50
ServiceNow Security Incident Response Professional	Builds on Standard with advanced automation, integration bundles, predictive intelligence, and capabilities to manage major security incidents at scale.	UU	4.00
ServiceNow Security Incident Response Enterprise	Includes all Professional features plus enterprise-grade operational orchestration, threat intelligence security center access, and advanced analytics.	UU	6.00
ServiceNow Vulnerability Response Standard	Delivers risk-based vulnerability management by correlating vulnerability feeds with asset context, prioritising remediation based on business impact and automating workflows.	Device	1.25
ServiceNow Vulnerability Response Professional	Extends Standard with application vulnerability response, patch orchestration, SBOM response and vulnerability crisis management capabilities.	Device	2.25
ServiceNow Vulnerability Response Enterprise	Includes all Professional features plus container vulnerability response, cloud security integration, and configuration	Device	3.00

	compliance capabilities for enterprise-scale risk management.		
ServiceNow Threat Intelligence Security Center (Optional advanced add-on)	Augments SecOps with enriched threat data, attack indicators and contextual feeds to help security teams prioritise and act on emerging threats.	UU	3.00
ServiceNow Security Posture Control (Optional advanced add-on)	Provides visibility into security controls and asset protection gaps across cloud and hybrid environments, enabling prioritised compliance and risk reduction.	Device	2.00
Strategic & Portfolio Management			
ServiceNow Strategic Portfolio Management – Standard	Enables organisations to plan, prioritise, manage and optimise project and investment portfolios, aligning work with strategic goals through project portfolio management, demand and resource management, financial planning and performance analytics to drive outcomes.	SPM User	75
ServiceNow Strategic Portfolio Management – Professional	Extends the Standard package with advanced strategic planning and execution capabilities including agile portfolio alignment (SAFe), scenario modelling, predictive intelligence, investment funding, strategic planning and enhanced collaboration features, enabling end-to-end strategic portfolio governance.	SPM User	125

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Resourcing Rates

Fujitsu's Lot 2 offering is highly flexible, scalable, and customisable, with the final price being determined very much by individual customer requirements. As there are many customisable options, pricing can only be determined once the Contracting Authority's environment, infrastructure, skills and desired outcomes are established.

Any relevant charges associated with this activity will be charged using the following rate card.

Job family	Job role	Role level	Maximum Day Rate
Architecture roles	Business architect	1. Trainee business architect	£ 680
		2. Associate business architect	£ 1,240
		3. Business architect	£ 1,580
		4. Lead business architect	£ 2,180
	Data architect	1. Data architect	£ 1,240
		2. Senior data architect	£ 1,500
		3. Chief data architect	£ 1,750
	Enterprise architect	1. Enterprise architect	£ 1,290
		2. Senior enterprise architect	£ 1,640
		3. Lead enterprise architect	£ 1,970
		4. Principal enterprise architect	£ 2,050
	Network architect	1. Associate network architect	£ 1,290
		2. Network architect	£ 1,680
		3. Lead network architect	£ 2,050
	Security architect	1. Security architect	£ 1,310
		2. Lead security architect	£ 1,610
		3. Principal security architect	£ 2,140
	Solution architect	1. Associate solution architect	£ 920
		2. Solution architect	£ 1,290
		3. Senior solution architect	£ 1,680
		4. Lead solution architect	£ 2,050
	Technical architect	5. Principal solution architect	£ 2,400
		1. Associate technical architect	£ 980
		2. Technical architect	£ 1,170
		3. Senior technical architect	£ 1,310
		4. Lead technical architect	£ 1,610
		5. Principal technical architect	£ 2,140
Chief digital and data roles	Chief data officer	1. Chief data officer	£ 2,750
	Chief information security officer	1. Chief information security officer	£ 2,400
	Chief technology officer	1. Chief technology officer	£ 2,860
Cyber security roles	Cyber security audit and assurance	1. Lead cyber security audit and assurance	£ 1,440
		2. Principal cyber security audit and assurance	£ 1,660
	Cyber security governance and risk management	1. Associate cyber security governance and risk manager	£ 920
		2. Lead cyber security governance and risk manager	£ 1,440

		3. Principal cyber security governance and risk manager	£	1,660
	Cyber security monitoring	1. Associate cyber security monitoring	£	920
		2. Lead cyber security monitoring	£	1,440
		3. Principal cyber security monitoring	£	1,660
	Cyber security incident response	1. Associate cyber incident response	£	920
		2. Lead cyber security incident response	£	1,440
		3. Principal cyber security incident response	£	1,660
	Cyber security vulnerability management	1. Associate cyber security vulnerability management	£	920
		2. Lead cyber security vulnerability management	£	1,440
		3. Principal cyber security vulnerability management	£	1,660
	Cyber security digital forensics	1. Associate cyber security digital forensics	£	920
		2. Lead cyber security digital forensics	£	1,440
		3. Principal cyber security digital forensics	£	1,660
	Cyber security testing	1. Associate cyber security testing	£	920
		2. Lead cyber security penetration testing	£	1,440
		3. Principal cyber security testing	£	1,660
	Cyber security secure design	1. Associate cyber security secure systems architecture and design	£	920
		2. Lead cyber security secure systems architecture and design	£	1,440
		3. Principal cyber security secure systems architecture and design	£	1,660
Data roles	Analytics engineer	1. Trainee analytics engineer	£	730
		2. Analytics engineer	£	960
		3. Senior analytics engineer	£	1,240
		4. Lead analytics engineer	£	1,580
		5. Head of analytics engineering	£	2,180
	Data analyst	1. Associate analyst	£	960
		2. Data analyst	£	1,240
		3. Senior data analyst	£	1,580
		4. Principal data analyst	£	2,180
	Data engineer	1. Data engineer	£	1,010
		2. Senior data engineer	£	1,210
		3. Lead data engineer	£	1,370
		4. Head of data engineering	£	1,580
	Data ethicist	1. Data ethics lead	£	1,580
		2. Head of data ethics	£	2,180
	Data governance manager	1. Data governance manager	£	1,580
		2. Lead data governance manager	£	1,890
		3. Head of data governance	£	2,180
	Data scientist	1. Trainee data scientist	£	770

		2. Associate data scientist	£	920
		3. Data scientist	£	1,160
		4. Principal data scientist	£	1,580
		5. Lead data scientist	£	1,890
		6. Head of data science	£	2,180
	Machine learning engineer	1. Senior machine learning engineer	£	1,580
		2. Lead machine learning engineer	£	1,890
	Performance analyst	1. Associate performance analyst	£	830
		2. Performance analyst	£	960
		3. Senior performance analyst	£	1,580
		4. Lead performance analyst	£	1,890
		5. Head of performance analysis	£	2,270
IT operations roles	Application operations engineer	1. Associate application operations engineer	£	710
		2. Application operations engineer	£	780
		3. Senior application operations engineer	£	1,000
		4. Lead application operations engineer	£	1,220
		5. Principal application operations engineer	£	1,400
	Business relationship manager	1. Business relationship manager	£	780
		2. Senior business relationship manager	£	1,030
		3. Lead business relationship manager	£	1,320
	Change and release manager	1. Configuration analyst	£	710
		2. Change and release analyst	£	780
		3. Change and release manager	£	1,000
	Command and control centre manager	1. Operations analyst	£	780
		2. Senior operations analyst	£	1,000
		3. Operational control manager	£	1,290
		4. Head of command and control	£	1,820
	End user computing engineer	1. Associate end user computing engineer	£	710
		2. End user computing engineer	£	780
		3. Senior end user computing engineer	£	1,000
		4. Lead end user computing engineer	£	1,220
		5. Principal end user computing engineer	£	1,400
	IT service manager	1. IT service analyst	£	710
		2. IT service manager	£	780
		3. Senior IT service manager	£	1,000
		4. Head of IT service management	£	1,280
	Incident manager	1. Incident manager	£	780
		2. Major incident manager	£	1,000
	Infrastructure engineer	1. Associate infrastructure engineer	£	820
		2. Infrastructure engineer	£	1,000

		3. Senior infrastructure engineer	£	1,200
		4. Lead infrastructure engineer	£	1,440
		5. Principal infrastructure engineer	£	1,730
	Infrastructure operations engineer	1. Associate infrastructure operations engineer	£	820
		2. Infrastructure operations engineer	£	1,000
		3. Senior infrastructure operations engineer	£	1,200
		4. Lead infrastructure operations engineer	£	1,440
		5. Principal infrastructure operations engineer	£	1,730
	Problem manager	1. Problem analyst	£	880
		2. Problem manager	£	960
	Service desk manager	1. Service desk analyst	£	710
		2. Senior service desk analyst	£	780
		3. Service desk manager	£	1,000
		4. Head of service desk	£	1,580
	Service transition manager	1. Service acceptance analyst	£	710
		2. Service readiness analyst	£	780
		3. Service transition manager	£	1,000
		4. Lead service transition manager	£	1,580
Product and delivery roles	Business analyst	1. Trainee business analyst	£	810
		2. Junior business analyst	£	940
		3. Business analyst	£	1,070
		4. Senior business analyst	£	1,210
		5. Lead business analyst	£	1,400
		6. Head of business analysis	£	1,680
	Delivery manager	1. Associate delivery manager	£	1,070
		2. Delivery manager	£	1,210
		3. Senior delivery manager	£	1,400
		4. Head of (Agile) delivery management	£	1,680
	Digital portfolio manager	1. Digital portfolio analyst	£	1,070
		2. Digital portfolio manager	£	1,310
		3. Senior digital portfolio manager	£	1,400
		4. Head of portfolio	£	1,680
	Product manager	1. Associate product manager	£	940
		2. Product manager	£	1,070
		3. Senior product manager	£	1,310
		4. Lead product manager	£	1,400
		5. Head of product	£	1,680
	Programme delivery manager	1. Programme delivery manager	£	1,580
	Service owner	1. Service owner	£	1,610
Quality assurance testing (QAT) roles	Quality assurance testing (QAT) analyst	1. Tester (QAT)	£	740
		2. QAT analyst	£	840
		3. Senior QAT analyst	£	1,080
		4. Lead QAT analyst	£	1,130

	Test engineer	1. Tester (test engineer)	£	980
		2. Test engineer	£	1,310
		3. Senior test engineer	£	1,560
		4. Lead test engineer	£	1,610
	Test manager	1. Test manager	£	1,130
		2. Head of test	£	1,470
Software development roles	Development operations (DevOps) engineer	1. Apprentice DevOps engineer	£	690
		2. Junior DevOps engineer	£	860
		3. DevOps engineer	£	970
		4. Senior DevOps engineer	£	1,110
		5. Senior DevOps engineer - management	£	1,110
		6. Lead DevOps engineer	£	1,320
		7. Lead DevOps engineer - management	£	1,320
		8. Principal DevOps engineer	£	1,570
		9. Principal DevOps engineer - management	£	1,570
	Frontend developer	1. Apprentice frontend developer	£	740
		2. Junior frontend developer	£	860
		3. Frontend developer	£	970
		4. Senior frontend developer	£	1,110
		5. Lead frontend developer	£	1,320
		6. Head of frontend development	£	1,570
	Software developer	1. Apprentice developer	£	690
		2. Junior developer	£	860
		3. Developer	£	970
		4. Senior developer	£	1,110
		5. Senior developer - management	£	1,110
		6. Lead developer	£	1,320
		7. Lead developer - management	£	1,320
		8. Principal developer	£	1,570
		9. Principal developer - management	£	1,570
User-centered design roles	Accessibility specialist	1. Junior accessibility specialist	£	930
		2. Accessibility specialist	£	1,090
		3. Senior accessibility specialist	£	1,290
		4. Head of accessibility	£	1,610
	Content designer	1. Associate content designer	£	690
		2. Junior content designer	£	810
		3. Content designer	£	930
		4. Senior content designer	£	1,090
		5. Lead content designer	£	1,290
		6. Head of content design	£	1,610
	Content strategist	1. Content strategist	£	1,290
	Graphic designer	1. Associate graphic designer	£	610
		2. Junior graphic designer	£	810
		3. Graphic designer	£	930
		4. Senior graphic designer	£	1,090

		5. Lead graphic designer	£	1,290
		6. Head of graphic design	£	1,610
	Interaction designer	1. Associate interaction designer	£	610
		2. Junior interaction designer	£	810
		3. Interaction designer	£	930
		4. Senior interaction designer	£	1,090
		5. Lead interaction designer	£	1,290
		6. Head of interaction design	£	1,610
	Service designer	1. Associate service designer	£	610
		2. Junior service designer	£	810
		3. Service designer	£	930
		4. Senior service designer	£	1,090
		5. Lead service designer	£	1,290
		6. Head of service design	£	1,610
	Technical writer	1. Technical writer	£	1,090
		2. Lead technical writer	£	1,290
	User researcher	1. Associate user researcher	£	610
		2. Junior user researcher	£	810
		3. User researcher	£	930
		4. Senior user researcher	£	1,090
		5. Lead user researcher	£	1,290
		6. Head of user research	£	1,610

Prices are exclusive of VAT at the prevailing rate.

Standards for Day Rate Cards:

- **Working day:** 8 hours exclusive of travel and lunch
- **Working week:** Monday to Friday excluding national holidays
- **Office hours:** 9:00am to 5:00pm Monday to Friday
- **Travel, mileage subsistence:** Included in day rate within M25. Payable at department's standard travel and subsistence rates outside M25
- **Mileage:** As for travel, mileage subsistence
- **Professional indemnity insurance:** included in day rate

Off-shore resources are also available as part of the overall framework rate card provided.

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About Fujitsu

As one of the world's leading IT companies, Fujitsu is at the forefront of pioneering technology in the UK since we made our initial investment over 40 years ago. As a key strategic partner we deliver essential services, from our secure hybrid IT which underpins critical national infrastructure to our investment in emerging technologies to boost national capability. Drawing on our Japanese technology expertise we provide bespoke digital transformation solutions. This unrivalled expertise has allowed us to specialise in emerging focus areas; Hybrid IT, AI & RPA, Data analytics, Agile application development/transformation and Security. Together, we offer a full package of solutions to support the UK as a long-term industry supplier.

We believe in realising the significant alignment between the UK and Japan in emerging technologies and in creating a UK-Japan 'Innovation Bridge' to support the UK's science and technology superpower objectives. We are committed to investment in UK skills and research and development, driving customer outcomes and promoting social value. We employ 124,000 people around the globe, including around 8,000 people across the UK, promoting diversity and inclusion as a DWP Disability Confident Leader. We are recognised as a Times Top 50 employer for Women since 2017, a Stonewall Top 100 Employer for 2023 and were awarded an EcoVadis Silver Rating, the world's largest provider for sustainability ratings.

Contact: government.frameworks@fujitsu.com

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