

Pricing Document

This Service is fixed price based on an annual subscription.

This Pricing Document supports the Fujitsu Customer Advisory & Support Excellence (CASE) service listing on G-Cloud 15. It provides transparency into how pricing is structured, how fixed-price subscriptions are calculated and what factors influence costs. All pricing for this service is agreed during the call-off stage based on the customer's specific requirements.

Pricing Model

Pricing for CASE is based on a transparent and repeatable model. The final annual fixed price is calculated using the following variables.

- Volume of CASE Hours CASE entitlements required.
- Support window required (8x5, extended hours or 24x7 coverage).
- SLA tier, including response and resolution expectations.
- The number, size and complexity of ServiceNow instances in scope.
- Incident volume, changes and administrative workload expected.
- Volume of enhancement and development work to be delivered annually.
- Delivery locations (onshore, offshore, mix)
- Inclusion of any additional specialist roles or extended governance involvement.

The pricing model ensures that every customer receives a clearly defined, fixed annual subscription aligned to their scale, maturity, and support needs.

Packages – Advisory Wrapper

CASE may be consumed as an advisory wrapper for an existing managed service. The examples below illustrate how CASE is configured into fixed-price annual subscriptions. These examples do not constitute a price list.

Foundation Package: **£54,551 ex VAT (1 Year)**

- CASE Lead
- **Outcome-based Entitlements**
 - Strategic Roadmap
 - Best Practice Health Check
 - Upgrade Readiness Plan
 - Executive Dashboard
 - Instance Security Review

- **Advisory & Enhancement**

- 200 CASE Hours

Corporate Package: **£87,648 ex VAT (1 Year)**

- CASE Lead

- **Outcome-based Entitlements**

- Strategic Roadmap
- Best Practice Health Check
- Upgrade Readiness Plan
- Executive Dashboard
- Instance Security Review
- License Review
- Configuration Review
- Automation Review
- Governance & Operational Review

- **Advisory & Enhancement**

- 400 CASE Hours

Packages – CASE Managed Service

CASE may be consumed as a fully managed service. The examples below illustrate how CASE may be configured into fixed-price annual subscriptions. These examples do not constitute a price list.

Example – Small: £146,470 ex VAT (1 Year)

- Service Desk | Mon – Friday 8x5
- Up to 20 tickets a month
- Upgrade + Monthly Patching
- Proactive Monitoring
- 200 CASE Hours
- Outcome-based Entitlements
 - Strategic Roadmap
 - Best Practice Health Check
 - Executive Dashboard
 - License Review
 - Instance Security Review

Example – Medium £233,570 ex VAT (1 Year)

- Service Desk | Mon – Friday 8x5
- Up to 50 tickets a month

- Upgrade + Monthly Patching
- Proactive Monitoring
- 500 CASE Hours
- Outcome-based Entitlements
 - Strategic Roadmap
 - Best Practice Health Check
 - Executive Dashboard
 - License Review
 - Instance Security Review
 - License Review
 - Automation Review
 - Governance & Operational Review

Example – Large: £368,422 ex VAT (1 Year)

- Service Desk | Mon – Friday 8x5
- Up to 100 tickets a month
- Upgrade + Monthly Patching
- Proactive Monitoring
- 1000 CASE Hours
- Outcome-based Entitlements
 - Strategic Roadmap
 - Best Practice Health Check
 - Executive Dashboard
 - License Review
 - Instance Security Review
 - License Review
 - Automation Review
 - Governance & Operational Review
 - Configuration Review

Pricing shown assumes no on-call support, and offshore resourcing with exception of onshore CASE lead and is indicative only, subject to further clarification on scope of services, support hours, SLA requirements and location of resources.

Final fixed pricing is provided during the call-off process once requirements have been validated. Fujitsu will provide a transparent pricing breakdown, aligned to the model described above, before contract signature.

Should additional support be required, this will be costed as per the ratecard below:

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
		5. Principal solution architect	£ 2,400
	Technical architect	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	£	1,820

		control	
	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

Quality assurance testing (QAT) roles	Service owner	1. Service owner	£	1,610
	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.