

ServiceNow Implementation

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1. Insight

Insight leads the delivery of transformative solutions, supported by a powerful ecosystem of over 6,000 global partners including Microsoft, AWS, and Cisco.

As a Fortune 500 company with a long-standing history of delivering trusted services to the UK Public Sector, we combine our own deep expertise in consulting, advisory, and transformation with partner innovation to create holistic solutions across cloud, data, modern workplace, cybersecurity, and application services.

Guided by proven methodologies and ESG principles, we work collaboratively to design and implement tailored strategies that drive measurable business impact while promoting sustainability and governance excellence.

2. Insight for the Public Sector

Your End-to-End Digital Transformation Partner

As a leading Solutions Integrator, Insight combines deep technical expertise with a vast partner ecosystem to help UK government organisations modernise, innovate, and deliver citizen-centric services. We hold places on over 85 public sector frameworks, offering a compliant, efficient route to digital transformation.

We don't just supply IT; we design, deploy, and manage the solutions that secure your data and unlock value.

Core Areas of Expertise

- **Innovation, Data & AI:** we deliver end-to-end data science and custom AI solutions. From modernising data platforms to deploying bespoke machine learning and spatial computing, we help you unlock the value of your data to drive operational efficiency.
- **Modern Infrastructure & Cloud:** Building scalable, hybrid foundations that reduce technical debt and support multi-cloud strategies.
- **Modern Workplace:** Empowering the public sector with secure, flexible tools to work from anywhere, attracting talent and improving productivity.
- **Cybersecurity:** Comprehensive managed security services, threat detection, identity protection, and compliance management to ensure your data remains sovereign and secure.
- **Modern Apps:** Agile application development creating meaningful and impactful tools that link to tangible benefits, improvements and cost savings.

Our Approach: Consulting, Lifecycle, & Managed Services

We deliver value at every stage of your technology journey, ensuring accountability from strategy to support:

- **Consulting (Architecting the Future):** We bridge internal skills gaps with data-driven strategy. From "Discover & Design" to full-scale migration planning, we ensure your investments solve real public sector challenges.
- **Lifecycle (Seamless Execution):** We take the risk out of procurement and deployment. Leveraging global buying power, we handle everything from supply chain management and imaging and implementation to sustainable asset disposal (ITAD).
- **Managed Services (Always-On Support):** Shift from "keeping the lights on" to innovation. We provide 24/7 infrastructure monitoring, cloud cost optimisation (FinOps), and security operations to ensure resilience.

Service Description

Executes the roadmap to build a scalable EA repository, configuring ServiceNow modules to create a connected view of Business Capabilities, Information, and Technology.

Constraints

None specified

Pricing Options

Pricing Option 1

Pricing Unit:

Time & Materials (T&M;)

Unit Qty Definition:

Per Resource-Day

Rationale:

ServiceNow Implementation for an EA repository typically involves evolving requirements, integrations, and iterative configuration of modules and data models, making T&M; suitable to accommodate scope changes and discovery-led work while maintaining transparency on effort.

Complexity Level	Unit Price	Unit Measure
Low Complexity	£2,400	per resource-day
Medium Complexity	£3,000	per resource-day
High Complexity	£4,300	per resource-day

Pricing Assumptions:

- 22 working days per month is the standard capacity baseline for pricing across all services and complexity tiers.
- All prices are exclusive of VAT.
- This figure already includes normal public holidays, weekends, and excludes overtime unless explicitly stated.
- Seniority & Skill Mix: Low = mid level consultants/engineers; Medium = senior consultants/architects; High = principal architects/SMEs.
- Scope & Effort: Higher complexity = more heterogeneity, integrations, governance, risk, and stakeholder management.
- Volume & Scale: Sometimes tied to asset/user/API counts but often reflects qualitative complexity.

Pricing Option 2

Pricing Unit:

Fixed Price

Unit Qty Definition:

Per Application

Rationale:

For well-defined phases such as initial capability model setup, standard module configuration, and delivery of specific artefacts (e.g. Business Capability Map, TIME Analysis Reports), a fixed price can be agreed to give budget predictability and clear deliverables to the public sector client.

Complexity Level	Unit Price	Unit Measure
Low Complexity	£55,000	per application (fixed price, per implementation)
Medium Complexity	£72,000	per application (fixed price, per implementation)
High Complexity	£105,000	per application (fixed price, per implementation)

Pricing Assumptions:

- 22 working days per month is the standard capacity baseline for pricing across all services and complexity tiers.
- All prices are exclusive of VAT.
- This figure already includes normal public holidays, weekends, and excludes overtime unless explicitly stated.
- Seniority & Skill Mix: Low = mid level consultants/engineers; Medium = senior consultants/architects; High = principal architects/SMEs.
- Scope & Effort: Higher complexity = more heterogeneity, integrations, governance, risk, and stakeholder management.
- Volume & Scale: Sometimes tied to asset/user/API counts but often reflects qualitative complexity.
- Well bounded scope, typically 3 to 6 weeks elapsed for assessments or up to several months for setups/migrations.

- Defined scope and deliverables per complexity tier.
- Any changes to scope of project will be impacted accordingly.

Pricing Option 3

Pricing Unit:

Dedicated Team

Unit Qty Definition:

Per Team-Month

Rationale:

A Dedicated Team model fits ongoing enhancement of the EA repository, continuous integration of third-party tools, and iterative improvements to dashboards and risk heatmaps, providing predictable monthly costs and sustained expertise for long-term ServiceNow evolution.

Complexity Level	Unit Price	Unit Measure
Low Complexity	£51,500	per dedicated ServiceNow team per month
Medium Complexity	£67,000	per dedicated ServiceNow team per month
High Complexity	£97,500	per dedicated ServiceNow team per month

Pricing Assumptions:

- 22 working days per month is the standard capacity baseline for pricing across all services and complexity tiers.
- All prices are exclusive of VAT.
- This figure already includes normal public holidays, weekends, and excludes overtime unless explicitly stated.
- Seniority & Skill Mix: Low = mid level consultants/engineers; Medium = senior consultants/architects; High = principal architects/SMEs.
- Scope & Effort: Higher complexity = more heterogeneity, integrations, governance, risk, and stakeholder management.
- Volume & Scale: Sometimes tied to asset/user/API counts but often reflects qualitative complexity.
- 22 working days per month is the standard capacity baseline for costing a dedicated team.

- Engagements are long term and stable — typically 6 to 12+ month minimum term.
- Teams are fully utilised on the customer programme.
- Service is delivered continuously across the year (not project spikes), often with 24/7 coverage if SLA requires.

CONTACT US

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