



SysAid			Last update:	1/1/2025	For internal use only						
= New update				Help Desk Edition			ITSM Edition				
	Items		Status	Can it be purchased as part of this edition?	Units included	Price (annually)	Can it be purchased as part of this edition?	Units included	Price Per Admin (annually)		
SysAid Software	Item Category	Item Sub Category									
Included	Agents (for new customers)		GA	Yes	Equal to the number of Agents	£760	Yes	Equal to the number of Agents	£856		
	SysAid Copilot for End user (for new customers)			Yes	Equal to the number of Agents	-	Yes	Equal to the number of Agents	-		
	SysAid Copilot for Agent (for new customers)			Yes	Equal to the number of Agents	-	Yes	Equal to the number of Agents	-		
	AI Agents Builder (for new customers)			Yes	Equal to the number of Agents	-	Yes	Equal to the number of Agents	-		
	Pre-built AI Agents pro (for new customers)			Yes		-	Yes		-		
	End users		GA	Yes	150,000 (unlimited)	-	Yes	150,000 (unlimited)	-		
	Asset Management	Asset monitoring	GA	Yes	1	-	Yes	1	-		
		CMDB	GA	Yes	1	-	Yes	1	-		
		Packs: Assets	GA	Yes	250	-	Yes	250	-		
		Packs: Assets for education	GA	Yes	2500	-	Yes	2500	-		
		Remote Control	GA	Yes	1	-	Yes	5	-		
	Reporting & Analytics	BI Analyst seat (Qlik)	GA	Yes	Equal to the number of Agents	-	Yes	Equal to the number of Agents	-		
		Add-On: BI analytics power seat (Qlik)	GA	Yes	1	£424	Yes	1	£424		
		Add-On: BI analytics insight bot seat (Qlik)	TBD	Yes	1	TBD	Yes	1	TBD		
		Advanced Real Time Dashboards	GA	Yes	1	-	Yes	1	-		
		Pre Built Reports	GA	Yes	All (70)	-	Yes	All (70)	-		
		Advanced Reporting (Custom reports)	Ga	Yes	1	-	Yes	1	-		
		IT benchmarking	Ga	Yes	1	-	Yes	1	-		
	Workato credits			No		-	Yes	100,000	-		
	License Manager Essentials		GA	Yes	Per Employee	-	Yes	Per Employee	-		
	Service: Support <10 Agents		GA	Yes	Bronze	-	Yes	Silver	-		
	Service: Support 10-29 Agents		GA	Yes	Bronze	-	Yes	Gold	-		
	Service: Support >30 Agents		GA	Yes	Gold VIP	-	Yes	Gold VIP	-		
	Implementation - One time cost										
Service (one - time)	Implementation - Tier 1 = HD: <= 5 Agents			Yes	Help Desk	£968	Yes	ITSM	£1,683		
	Implementation - Tier 2 = HD+: 6-10 Agents			Yes	Help Desk	£1,767	Yes	ITSM	£2,524		
	Implementation - Tier 3 = ITSM: 11-20 Agents			Yes	Help Desk +	£2,524	Yes	ITSM	£3,787		
	Implementation - Tier 4 = ITSM+: 21-30 Agents			Yes	Help Desk +	£2,945	Yes	ITSM	£5,890		
	Implementation - Tier 5 = Enterprise: >30 Agents					Hours and Price are custom per implementation according to the SOW designed and agreed upon with PS. The minimum price is £4,207 and the minimum hours are 10.					
			Yes	Tailor-made	Yes		Tailor-made	Hours and Price are custom per implementation according to the SOW designed and agreed upon with PS. The minimum price is £8,415 and the minimum hours are 20.			
Features included in SysAid Helpdesk											
	Incident Management		GA	Yes	1	-	Yes	1	-		
	Self-Service Portal		GA	Yes	1	-	Yes	1	-		
SLA Management	Priority management		GA	No	0	-	Yes	1	-		
	Routing rules		GA	No	0	-	Yes	1	-		
	Advanced Alert Notification		GA	No	0	-	Yes	1	-		
	Escalation Rules/Policies		GA	No	0	-	Yes	1	-		
	Due Dates		GA	No	0	-	Yes	1	-		
	Operation times		GA	No	0	-	Yes	1	-		
	Knowledge Base		GA	Yes	1	-	Yes	1	-		
Email notification	Email ticket creation		GA	Yes	1	-	Yes	1	-		
	Email notification		GA	Yes	1	-	Yes	1	-		
	Email escalation		GA	Yes	1	-	Yes	1	-		
				GA	Yes	1	-	Yes	1	-	
	Self-Service Portal		GA	Yes	1	-	Yes	1	-		
	Service Catalog		GA	Yes	1	-	Yes	1	-		
	Mobile solution (for Cloud), including Barcode CI Scanner (We don't have an app)		GA	Yes	1	-	Yes	1	-		
	Mobile solution for On-prem (Reason to move to Cloud)		GA	Yes	1	£909	Yes	1	£909		
	Field Customization (custom columns/fields)		GA	No	0	-	Yes	1	-		
ITIL	Change/Problem/Request		GA	No	0	-	Yes	1	-		
	Custom workflows (Workflows and Automations)		GA	No	0	-	Yes	1	-		



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SysAid Software	Item Category	Item Sub Category												
	Company management (called also Multi-site management)		GA	No	0	-	Yes	1	-					
	Password Reset		GA	Yes	1	-	Yes	1	-					
	Emoji survey		GA	Yes	1	-	Yes	1	-					
	Tasks & Projects		GA	Yes	1	-	Yes	1	-					
	Multiple Email Boxes		GA	No	0	-	Yes	1	-					
	APIs		GA	No	0	-	Yes	1	-					
	Attachment storage in the cloud (will be changed after the last pricing committie		GA	Yes	30GB	-	Yes	30GB	-					
	My desktop channel		GA	Yes	1	£0	Yes	1	£0					
	Additional Requests													
Additional Products	Lansweeper (Advanced discovery) - starter (min 2000 assets)		GA	Yes	2000	£5,129	Yes	2000	£5,129					
	Lansweeper (Advanced discovery) - Pro (up tp 9K)		GA	Yes	1000	£2,564	Yes	1000	£2,564					
	Lansweeper (Advanced discovery) - Enterprise (10K+)		GA	Yes	1000	£3,206	Yes	1000	£3,206					
Paid Add-Ons	Additional admin		GA	Yes	1	£760	Yes	1	£856					
	SysAid Copilot For End-Users (for Existing CLOUD Customers with Copilot)		GA	Yes	Equal to the number of Agents	-	Yes	Equal to the number of Agents	-					
	SysAid Copilot For Agents (for Existing CLOUD Customers with Copilt)		GA	Yes	Equal to the number of Agents	-	Yes	Equal to the number of Agents	-					
	AI Agents Builder (for Existing CLOUD Customers with Copilot)		GA	Yes	Equal to the number of Agents	N/A	Yes	Equal to the number of Agents	£144					
	Additional My desktop channel		GA	No	0	-	Yes	1	£424					
	Remote Control Gateway Channel		GA	Yes	1	£482	Yes	1	£482					
	Patch management		GA	Yes	50	£136	Yes	50	£136					
	Workato OPA (On Prem Agent) 1 unit with 5 installations			No		-	Yes	1 unit with 5 installations	£801					
	License Manager Advanced		GA	yes	Per Employee	£10	yes	Per Employee	£10					
	Additional Assets		GA	Yes	50	£64	Yes	50	£64					
	Workato credits			No		-	Yes	5,000	£80					
	Additional Data attachment storage in cloud (will be changed after the last pricing		Planned	Yes	10GB	£294	Yes	10GB	£294					
	WhatsApp Support	Gold VIP Customer	GA	Yes	1	£1,202	yes	1	£1,202					
	Orchestration													
	Automate Joe (1 target)		GA	No	0	-	Yes	1	1-19 Agents - £3,092 20-29 Agents - £3,612 30-39 Agents - £4,638 40+ Agents - £124 per admin					
Services	Automate Joe (2 targets)		GA	No	0	-	Yes	2	1-19 Agents - £4,639 20-29 Agents - £5,411 30-39 Agents - £6,957 40+ Agents - £185 per admin					
	Automate Joe (3 targets)		GA	No	0	-	Yes	3	1-19 Agents - £6,034 20-29 Agents - £7,036 30-39 Agents - £9,052 40+ Agents - £234 per admin					
	Automate Joe (every additional target)		GA	No	0	-	Yes	1	1-19 Agents - £1,211 20-29 Agents - £1,409 30-39 Agents - £1,806 40+ Agents - added £37 per admin					
	Sandbox (Cloud only)		GA	Yes	1	£1,200	Yes	1	£1,200					
	Marketplace Integrations and Apps													
	Third-Party Integrations Team viewer		GA	Yes	1	£1,187	Yes	1	£1,187					
	SysAid for Teams (Microsoft Teams) - only for cloud		GA	Yes	1	Unlimited	Yes (for cloud)	1	Unlimited					
	Power BI Extract - only for cloud		GA	No	0	-	Yes (for cloud)	1	£928					
	Jira Software Cloud Service		GA	No	0	-	Yes	1	£717 (up to 10 Agents) £1,446 GBP (11-50 Agents) £3,611 GBP (51+ Agents)*					
	SolarWinds		GA	No	0	-	Yes	1	£1,031 (customers) £1,199 (prospects)					
Free Add-ons	Google Apps		GA	No	0	-	Yes	1	Free					
	Open AM		GA	No	0	-	Yes	1	Free					
	Azure / Office 365		GA	Yes	1	Free	Yes	1	Free					
	OneLogin SSO		GA	No	0	-	Yes	1	Free					
	CAS SSO		GA	No	0	-	Yes	1	Free					
	Okta SSO		GA	No	0	-	Yes	1	Free					



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	ADFS SSO		GA	No	0	-	Yes	1	Free			
	Chromebook		GA	Yes	1	Free	Yes	1	Free			
	Okta User Repository		GA	No	0	-	Yes	1	Free			
	Zapier (integration is free, but they have to own zapier)		GA	No	0	-	Yes (for cloud)	1	Free for reasonable usage (up to 3,000 transactions per month)			
	SSO Connector		GA	No	0	-	Yes (for cloud)	1	Free			
	OneLogin User Repository		GA	No	0	-	Yes (for cloud)	1	Free			
	IP Filter		GA	No	0	-	Yes	1	Free			
	Nagios		GA	No	0	-	Yes	1	Free			
	Slack		Beta	No	0	-	Yes	1	Free			
We don't have? not	Skype for Business		Sunset	No	0	-	Yes	1	Free			
	Shibolet		GA	No	0	-	Yes	1	Free			
	Bomgar		GA	No	0	-	Yes	1	Free			
	LogMeIn Rescue		GA	No	0	-	Yes	1	Free			
	Orchestration - Automate Joe Marketplace											
New? we didn't hav	Microsoft Active Directory					£0			£0			
	Zoom					£0			£0			
	PowerShell Script					£0			£0			
	Java					£0			£0			
Do we have?	Marketplace Custom Integrations					£0			£0			
	Sage 50		PS	No	0	-	Yes	1	Custom			
	SAP		PS	No	0	-	Yes	1	Custom			
	SalesForce		PS	No	0	-	Yes	1	Custom			
	EasyRun		PS	No	0	-	Yes	1	Custom			
	Asterisk		PS	No	0	-	Yes	1	Custom			
	OTRS		PS	No	0	-	Yes	1	Custom			
	Ping Identity		PS	No	0	-	Yes	1	Custom			
	Visual Studio		PS	No	0	-	Yes	1	Custom			
	QuickBooks		PS	No	0	-	Yes	1	Custom			
	Upgrades											
	Upgrade from Basic to Full			Yes	1	Custom pricing	N/A	N/A	N/A			
	On-Prem to cloud migration			Yes	1	Custom pricing	Yes	1	Custom pricing			
	Professional Services Packages											
	Support hours (also for Workato)		PS	Yes	1	£126	Yes	1	£126			
	Advanced services (hours) - one time costs ((also for Workato))		PS	Yes	1	£266	Yes	1	£222			
	Recurring PS packages		PS	Yes	10	£2,371	Yes	10	£2,371			
	Recurring PS packages		PS	Yes	20	£4,064	Yes	20	£4,064			
	Recurring PS packages		PS	Yes	50	£8,129	Yes	50	£8,129			
	Recurring PS packages		PS	Yes	100	£13,548	Yes	100	£13,548			
	Basic Automation [1]		PS	Yes	1	£1,052	Yes	1	£1,052			
	Advanced Automation [2]		PS	Yes	1	£3,156	Yes	1	£3,156			
	ITIL Process Optimization [3]		PS	Yes	1	£2,104	Yes	1	£2,104			
	End User Experience Package [4]		PS	Yes	1	£2,104	Yes	1	£2,104			
	Inventory Management [5]		PS	Yes	1	£1,262	Yes	1	£1,262			
	Business Impact assessment		PS	Yes	1	£841	Yes	1	£841			
	KPIs & Metrics		PS	Yes	1	£1,052	Yes	1	£1,052			
	New Department (single)		PS	Yes	1	£4,207	Yes	1	£4,207			
	Super SysAid Admin Training		PS	Yes	1	£1,262	Yes	1	£1,262			
	Admin training		PS	Yes	1	£841	Yes	1	£841			
	Development Packages											
	Dev hours		PS Dev	Yes	1	£231	Yes	1	£231			
	Basic Database Migration (20 hr) [6]		PS Dev	Yes	1	£4,207	Yes	1	£4,207			
	Advanced Database Migration (40 hr) [7]		PS Dev	Yes	1	£8,415	Yes	1	£8,415			
	Move to cloud initiative by on-prem segment											
New mechanism - to	On-prem annual (not partners)		GA	Yes	1	20% price increase . . Need to pay for Sandbox of it would be closed after migration	Yes	1	20% price increase . . Need to pay for Sandbox of it would be closed after migration			



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	Maintenance high value (More than \$5K ARR)		GA	Yes	1	30% price increase. Need to pay for Sandbox of it would be closed after migration	Yes	1	30% price increase. Need to pay for Sandbox of it would be closed after migration
	Maintenance low value (Less than \$5K ARR)		GA	Yes	1	150% price increase. Need to pay for Sandbox of it would be closed after migration	Yes	1	150% price increase. Need to pay for Sandbox of it would be closed after migration
	Re-implementation policy								
	Go head first with price book level In case of need, we will allow the following: Allow team leaders to have the option to approve up to 25% discount for re-implementations CRO will approve up to 35% discount for re-implementations CEO will approve above 35% discount for re-implementations								

[1] Was "Incident management – basic configuration" for \$3,674

[2] Was "Incident management – automation" = \$7,348

[3] Was "Workflow package" = \$1,837

[4] was "SSP basic customization" \$3,674
and
was "SSP Premium customization" \$4,899
will cover the SSP premium and basic packages

[5] Was "CMDB module configuration" = \$3,674

[6] DB migration is a transfer of data from and old ITSM software into SysAid.

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