



## Licensing & Pricing

## 1 Servicely licensing and suite of applications

Leveraging the platform capabilities described above, Servicely offers an extensive set of pre-configured applications for both IT and Enterprise Service Management needs as outlined below:



## 1.1 Licensing

Licensing, like everything about Servicely is simple, straight forward and designed with customer value in mind.

Fundamentals of the Servicely Licensing model are:

- There are two licensing options:
  - The Named ITSM License
    - Licenses the named user to ITSM applications.
  - Or the Named Enterprise License
    - Licenses the named user to ALL applications.
    - No add-ons, no hidden licensing extras

With value in mind, Servicely's licensing program has several other benefits:

- You get free and unlimited end-users accessing your portal.
- All approvers are free and unlimited.
- All your integration's orchestrations are free and unlimited on Servicely platform side.
- All CI's and Assets in your CMDB are free and unlimited.

## 1.2 Pricing

| Product              | License type | Maximum price | Minimum price |
|----------------------|--------------|---------------|---------------|
| Servicely ITSM       | Named User   | £65.00        | £38.00        |
| Servicely Enterprise | Named User   | £75.00        | £48.00        |

Notes:

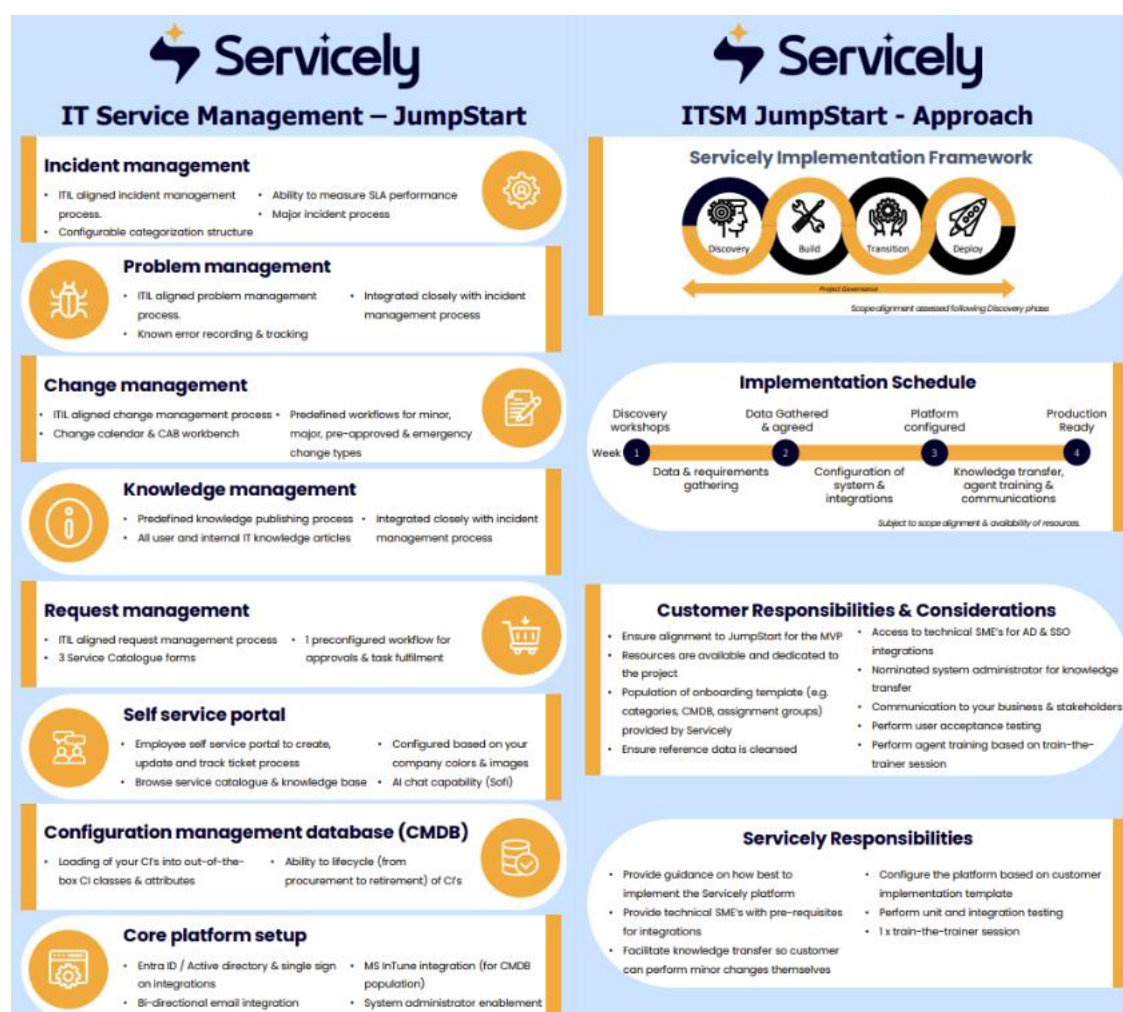
- Volume-based pricing.
- Price per Named User per month.
- Contract term: 3 years.
- Payment terms: Paid annually at the beginning of each year.

## 2 “JumpStart” — Servicely’s best practice implementation program

Servicely offers a fixed price, fixed scope rapid and templatised implementation of ITSM Best Practices, called JumpStart.

JumpStart provides customers with a Go-Live ready Servicely platform in weeks, including pre-configured core ITSM processes, Customer Portal set up, AI chatbot deployment, Co-Pilot of Agents, knowledge transfer and train-the-trainer.

Core integration for Active Directory is also included as part of the JumpStart program.



### 2.1 Implementation Methodology for Jumpstart

The **Servicely Implementation Framework (SIF)** has been developed based on 20-years of experience implementing service management platforms globally across multiple industries. This enables us to deliver value quickly, using an MVP approach, and ensures customers such as yourselves are best placed to leverage our future developments and innovations.

Implementations have evolved over the years as organisations move to agile ways of working while aspects of traditional approaches (e.g. waterfall) have remained applicable. “SIF” is an iterative approach which brings together what works well in these approaches and ensures a successful implementation of the Servicely platform.



The following sections provide an overview on the purpose of each phase and examples of the resources we typically see involved.

## 2.2 Discovery Phase

Provides the following outcomes:

- Detailed walkthroughs of:
  - Servicely out-of-the-box ITSM, non-IT business processes and capabilities to validate alignment with your processes and MVP requirements.
  - Servicely 'onboarding template' is provided to you to gather and confirm requirements, configuration parameters, etc. for the in-scope ITSM processes.
- Detailed understanding of core system requirements – e.g. Active Directory, SSO and email – to enable your technical subject matter experts to prepare for the implementation of these.
- Confirmation of your System Administrator(s) – who will support, maintain, and enhance the Servicely platform. This resource(s) become part of the implementation team for ongoing knowledge transfer from the Servicely project team.

## 2.3 Enable Phase

The enable phase comprises of two key activities that delivers the following outcomes:

### 2.3.1 Planning

- Confirmation of original scope, requirements, and schedule OR,
- Updated scope of work (including commercials and timeline) based on the removal or adding of scope/requirements.
- Scheduling of resources to perform build activities based on the agreed onboarding template.
- Identification of any potential risks or issues that need to be managed / mitigated.

#### **Configuration**

Servicely uses iterative configuration cycles to demonstrate aspects of the build so customers are kept informed, can provide feedback, and raise questions throughout the build phase. The Servicely implementation team works with your system administrator(s) throughout this phase to educate them on how to configure the platform based on the requirements with particular focus on aspects of the platform that customers typically change during or after the initial implementation.

In summary, Configuration provides the following outcomes:

- Configuration of the Servicely platform based on the agreed requirements (refer to onboarding template). For example, configuration of processes, enablement of capabilities/functionality, branding and configuration of notifications and branding etc.
- Ongoing knowledge transfer to your system administrator(s) of the Servicely platform.
- In consultation with technical subject matter experts for the in-scope integrations – configure and unit test these to ensure agreed logic is implemented.
- Identification and presentation of any new scope or requirements to your decision makers to prioritise within current project (via project change request) or defer them to post Go-Live.
- Updated onboarding template to include configurations made specific to your implementation of Servicely.
- Servicely instance ready for customer testing and training (refer to transition phase below).

### **Transition Phase**

The transition phase comprises of several activities that will help you to prepare for their Go-Live:

- Post user acceptance testing by your team, Servicely will remediate any issues identified relating to the agreed implementation scope.
- Train-the-trainer will be performed through provided live training with your champions and recording those sessions for look back.
- Go-Live readiness and planning.
- Go-Live support.

## **2.4 Close Phase**

Once the Servicely platform is activated in production and users are logging tickets for agents to resolve, hyper-care is provided by Servicely. In most cases, the implementation team who were assigned to the project will be available to answer any questions and resolve any production level defects that are identified.

In summary, the close phase provides the following outcomes:

- Confirmation that Servicely is operational in production and has passed through hyper-care.
- Enablement of the Servicely support service for system administrators to log and manage tickets.
- Project considered complete.