



Xurrent Pricing Licences

License Model

Service Description and Charges

UK – Pricing Framework

To learn more about license plans or to talk to an expert, go to xurrent.com/contact-us.

	STARTER 20 Platform Users/Month £10K	CORPORATE 50 Platform Users/Month £25K	ENTERPRISE 100 Platform Users/Month £60K
	Functionality: ITSM <i>For smaller orgs or those that want a "paid POC" - Limited specialist users and to use strictly for ITSM</i>	Functionality: ITSM + ESM <i>For SME orgs up to 5,000 employees - ITSM functionality limited ESM</i>	Functionality: ITSM + Unlimited ESM <i>For orgs with 5,000+ employees - Unlimited scale - Customized URL - All Xurrent product editions</i>
Additional Platform Users	£4,000 / 10 users	£4,000 / 10 users	£9,500 / 20 users
Platform User Maximum	50	150	Unlimited
New Product Inclusions	—	—	All Xurrent New Products Base License Included*
Customer Success	Automated	Pooled CSM	Named CSM
Benchmarking & Audit	—	Available for Purchase	Included
Support	Xurrent Connected Support	Xurrent Connected Support + Business Hours	Xurrent Connected Support + Business Hours + 24x7 Escalation Support
Personalization	—	—	Customer Logo Throughout
URL Customization	£2,500	£2,500	Included
Domains <i>All plans include Directory Account</i>	up to 3 Support Domains	up to 5 Support Domains	Multiple Domains
Additional Support Domains	—	£10,000 / 5 Support Domains	Unlimited
Certifications Included	1	2	5
Templated Xurrent Integrations	0	3	Unlimited
'Bring Your Own Key' Encryption	—	—	Included

Xurrent is a service-oriented platform designed to be the ITSM solution for tomorrow. We replace incumbent service management systems with a new model, focused on a service-centric approach which we believe is better suited to drive the agility, connectivity, and visibility today's IT leaders need. Our multi-tenant, highly scalable, secure cloud platform raises productivity, empowers your teams, and transforms your business into an agile, service-driven enterprise.

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Starter - £11k

For smaller organisations that want to begin their journey on the Xurrent Platform. Starter Pack comes with an initial 20 licenses, with AI functionality and 3 Support Domains included. Additional 10 user packs can be purchased as required @4k per pack.

Corporate - £27k

For SME organisations who have up to 5000 employees. Corporate pack comes with an initial 50 user licenses, with AI function, 5 Support Domains, 3 Xurrent Integrations included. Additional 10 user packs (4k per pack), 20 user packs (7k per pack) and additional Support Domains (pack of 5 @ 10k) can be purchased as required.

Enterprise - £65k

Full Enterprise Platform Capability for businesses looking to fully automate and transform the way they work through digital automation, inside and outside of IT. Enterprise Pack comes with an initial 100 user licenses with AI functionality, any new products introduced, unlimited Support Domains, unlimited Xurrent integrations. Additional 20 user packs can be purchased as required @ 9k per pack

Integration as a Service

The Xurrent Integration service allows customers to subscribe to a service when they need to establish an integration between their Xurrent environment and the IT service management application of one of their external providers.



A certified Xurrent partner organisation will then help them to document the requirements and field mapping for the integration between the two ITSM solutions. Price is via Rate Card and dependent upon the scope of the integration needed.

Notes on Pricing

- Pricing may vary depending upon the number of support domains and total license requirements
- Pricing is subject to change due to external influences and costs, such as exchange rates and AWS hosting charges
- Other Public Sector discounts are available on request
- Implementation charges are not included, as these can only be assessed once a customer's scope and requirements are understood