

ServiceNow Fixed Price Services

Mozaic ServiceNow LITE Service



The Mozaic LITE Service prices below are split by level of service required and are indicative. All of our clients are different and require varied content and cadence of delivery.

Offering	Bronze	Silver	Gold
Advice and guidance in maintaining your ServiceNow Platform	✓	✓	✓
Blended support model for all request types	✓	✓	✓
Demand Management insights	✓	✓	✓
Low complexity development	✓	✓	✓
Medium complexity development	✗	✓	✓
*High or Specialist complexity development	✗	✗	✓
Patching and Upgrade advice and guidance	✓	✓	✓
Pre and Post upgrade support and guidance	✗	✗	✓
Business value to product road mapping	✗	✗	✓
Subscription service (Price per month) (min 3 months)	£1,100	£2,100	£4,000
12 Month Contract (5% discount)	£12,540	£23,940	£45,600

*High or Specialist complexity – Due to the hours available, it is likely this will require investigation and a separate quote will be provided.

Mozaic ServiceNow Managed Service

The ServiceNow Managed Service prices below are split by level of service required and are indicative. All of our clients are different and require varied content and cadence of delivery. Detailed prices will be agreed during the G-Cloud call off agreement phase.



Offering	Basic	Professional	Premium
Level 1 and 2 Support	✓	✓	✓
Low and Medium complexity development	✗	✓	✓
Level 3 Support	✗	✓	✓
Upgrade management	✗	✓	✓
High and specialist complexity development	✗	✗	✓
Centre of Excellence	✗	✗	✓
Fully Managed Service	✗	✗	✓
6 Month Contract	£76,125	£231,000	£366,975
12 Month Contract (5% discount)	£145,000	£440,000	£699,000

For more information

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