

Pricing & Packaging Overview – Zurich Release

Pricing and packaging changes effective with the December Release

December 2025

Pricing & Packaging Changes / Updates

Pricing & Packaging changes introduced in conjunction with a family release **do not affect a customer's current contract entitlements.**

All existing contract terms, SKUs, and pricing remain in place until the end of the contract term **regardless of the technical release version to which the customer migrates.**

NOTE: There are **4 planned pricing & packaging updates in a Fiscal Year**

- 2 Family EA Release per Year (Feb & Aug)
- 2 Store Release (May & Nov)

Pricing, Licensing and Packaging Framework

Pricing

- Fair value
- Easy to understand
- Easy to buy

Licensing

- User
- Unrestricted User
- Application User
- Role-based User
- Infrastructure Element
- Devices
- Subscription Unit
- Usage
- Transaction Tier

Packaging

- Standard
- Professional
- Enterprise

Please refer to the Commercial Pricing Guide on [Pricing KB](#) for more details about each license type

Pricing & Packaging Overview by Workflow

Q2 2025 Pricing & Packaging Overview

Subscription details and full policy documents are available in the **Pricing page on the Partner Portal**. Make sure you are working from the most current version!

- **Commercial Pricing Guide** for new business and existing customers
- **Renewal and Upsell Policy** for existing customers

All Price Meter definitions are covered in the **Product Entitlements**

New business minimum is \$50K ACV Direct Business / \$45K ACV for Resell (AMS) / \$40K ACV for Resell (EMEA, APJ, LATAM)

No product or BU related minimum spend requirement – Only deal level minimums

All subscriptions are **per instance**. A customer with two or more production instances requires users or device-based subscriptions purchased separately per instance.

Technology Workflows

IT Service Management

¹ Virtual Agent includes 1000 Conversation Transactions per Fulfiller per month. Unlimited Conversations included in the Unrestricted model.

Additional Conversations requires Virtual Agent Additional Transaction Pack - \$25k / 4000 Conversations. (PROD09218)

² App Engine Starter tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables.

*The ServiceNow subscription includes Spokes that can be downloaded with the entitlement. Transactions from included Spokes count as Integration Hub Transactions and require an Automation Engine license, unless explicitly excluded in the [BU Spokes List](#).

**Performance Analytics is included in Platform Analytics Advanced

***Digital Product Release has replaced Release Management, which has been deprecated as of Xanadu GA

	ITSM Standard v3 *	ITSM Professional v3 *	ITSM Enterprise v3 *
App Engine Starter ²	25	50	50
Asset Management	✓	✓	✓
Change Management	✓	✓	✓
Cost Management	✓	✓	✓
Digital Portfolio Management	✓	✓	✓
Incident Management	✓	✓	✓
Problem Management	✓	✓	✓
Request Management	✓	✓	✓
Universal Request	Universal Request	Universal Request Pro	Universal Request Pro
Walk-Up Experience	✓	✓	✓
Continual Improvement Management		✓	✓
DevOps Change Velocity		✓	✓
Digital Product Release***		✓	✓
Mobile Publishing		✓	✓
Platform Analytics Advanced**		✓	✓
Predictive Intelligence		✓	✓
Virtual Agent ¹		✓	✓
Process Mining			✓
Workforce Optimization			✓
* Integration Hub Spokes included	\$100 / Fulfiller \$15 / Unrestricted User PROD17243 Ask Partner Mgr/UU	\$150 / Fulfiller \$20 / Unrestricted User PROD17256 Ask Partner Mgr/UU	\$225 / Fulfiller \$30/Unrestricted User PROD17259 Ask Partner Mgr/UU

ITSM Add-Ons Pricing and Packaging

Business Stakeholder

Business Stakeholder v4

\$35 / User

PROD17800

Workforce Optimization

Workforce Optimization for ITSM*

30% of core ITSM ACV

PROD18591 /Fulfiller/App
Ask Partner Mgr/UU/App

Workforce Optimization for ITSM – Application User*

\$75/Application User

Ask Partner Mgr

App Engine for ITSM

App Engine for ITSM

20% ITSM Fulfiller Spend

PROD13079

Can only be purchased with ITSM
Fulfiller products

App Engine Enterprise – Unrestricted User**

\$20/Unrestricted User

Ask Partner Mgr

**Required to provide unlimited
custom tables for ITSM UU products.
App Engine Enterprise UU can also be
purchased to co-exist for ITSM FF
products.

Process Mining

Process Mining and Task Mining for Platform (250k records / 40 Application Users)

\$125,000 annually

PROD23563

Digital End-User Experience (DEX)

No changes for Zurich Q4

Digital End-User Experience v2

PROD22260

Digital End-User Experience

\$24/SU

Digital End-User Experience (DEX) Included Capabilities:

- Agent Client Collector for Visibility*
- Event Management*
- Investigation Framework*

*DEX managed End User Computing (EUC) Devices only

Digital End-User Experience (DEX) enhances **Employee Experience** with self-service, helps **Service Desk** with faster resolution of incidents, **monitors Workplace Operations** proactively, **empowers Service Owners** with performance data, and **provides insights to Asset Managers**

- **Availability** : DEX will be sold on Subscription Unit (SU)
- **Limits and Constraints:**
 - **End User Computing Devices:** 1,000 – 400,000 (or 250 – 100,000 SUs)
 - **MetricBase:** A MetricBase series is a set of data points for a metric indexed in a time order and stored for a defined retention policy.
The MetricBase Series limit is controlled by data collection and retention policies for applications and devices as listed in the [ServiceNow Product Documentation](#).
 - **Metric Rule:** Metric Rules analyze streams of metric data against sets of criteria and thresholds, triggering alerts when performance metrics deviate from specified parameters.
A customer may use up to a limited number of Metric Rules as mentioned in the [ServiceNow Product Documentation](#).
Active Application: Active Applications are Software as a Service (SaaS) and installed applications on End User Computing Devices that are monitored by Digital End-User Experience.
Customer may use Digital End-User Experience (DEX) to monitor up to a limited number of Active Applications as mentioned in the [ServiceNow Product Documentation](#).

Business Stakeholder v4

Expanded this role to include DevOps Change Velocity use cases, in addition to ITSM, SPM/ITBM, SPMT, CSM/Industry and App Engine

	Business Stakeholder v4
PROD17800	Business Stakeholder User
	\$35

Entitlements within ITSM, SPM/ITBM, CSM/Indusry, and App Engine applications:

- Right to approve any record and view details of the record being approved.
- Right to view any report or record and drill into the data contained within it.
- Customers with a separately purchased ITSM Subscription Product may provide Business Stakeholder Users with the right to update comments to incidents or requests on behalf of other users.
- Customers with a separately purchased product with **Customer Service Management** application may provide Business Stakeholder Users with the right to create cases and update comments on behalf of their customers or service organizations.
- Previous Approver license only had the ability to approve records, but not able to view the details the records being approved

Strategic Portfolio Management (SPM)

No changes for Zurich Q4

Timecard User v2	
PA & Mobile TC's	✓
\$15 / User	
PROD12014	
Business Stakeholder v4	
\$35 / User	
PROD17800	
Agile Team	
Agile Development - all Versions	✓
Test - all Versions	✓
\$0 / All Users in Sys User Table	
PROD12492	
Process Mining for Platform (250K records)	
\$125,000 / annually	
PROD23563	

1. SPM Standard & Professional licenses cannot be mixed, nor can they be mixed with legacy ITBM licensing (i.e., Worker/ Planner/ Analyst).

2. Typical SPM deployments require 5 custom tables. If more are needed, additional App Engine licensing may be required. The App Engine custom table guide can be found [here](#).

3. Virtual Agent includes 1000 Conversation Transactions per SPM User per month. Unlimited Conversations included in the Unrestricted model.

4. For volume Pricing Guidance on User-based Licensing and Unrestricted User, please go [HERE](#).

*The ServiceNow subscription includes Spokes that can be downloaded with the entitlement. Transactions from included Spokes count as Integration Hub Transactions and require an Automation Engine license, unless explicitly excluded in the [BU Spokes List](#)

	SPM Standard*1	SPM Professional v2*1
App Engine Starter ²	5	5
Collaborative Work Management	✓	✓
Cost Management	✓	✓
Demand Management	✓	✓
Digital Portfolio Management	✓	✓
Financial Planning	✓	✓
Innovation Management	✓	✓
Portfolio Planning	✓	✓
Project Portfolio Management	✓	✓
Resource Management	✓	✓
Platform Analytics Advanced		✓
Virtual Agent ³		✓
Agile Development		✓
Investment Funding		✓
Predictive Intelligence		✓
Strategic Planning		✓
Test Management		✓
* Integration Hub Spokes included	\$75 / SPM User \$15 / Unrestricted User	\$125 / SPM User \$25 / Unrestricted User

PROD16951
Ask Partner Mgr

PROD23774
Ask Partner Mgr

Strategic Portfolio Management for Telecommunications (SPMT)

No changes for Zurich Q4

Timecard User v2 ³	
PA & Mobile TC's	✓
\$15 / User	
PROD12014	
Business Stakeholder v4	
\$35 / User	
PROD17800	
Agile Team	
Agile Development - all Versions	✓
Test - all Versions	✓
\$0 / All Users in Sys User Table	
PROD12492	
Process Mining for Platform (250K records)	
\$125,000 / annually	
PROD23563	

1. SPMT Standard & Professional licenses cannot be mixed, nor can they be mixed with legacy ITBM licensing (i.e., Worker/ Planner/ Analyst).

2. Typical SPM deployments require 5 custom tables. If more are needed, additional App Engine licensing may be required. The App Engine custom table guide can be found [here](#).

3. Virtual Agent includes 1000 Conversation Transactions per SPM User per month. Unlimited Conversations included in the Unrestricted model.

4. For volume Pricing Guidance on User-based Licensing and Unrestricted User, please go [HERE](#).

*The ServiceNow subscription includes Spokes that can be downloaded with the entitlement. Transactions from included Spokes count as Integration Hub Transactions and require an Automation Engine license, unless explicitly excluded in the [BU Spokes List](#)

	SPM Standard*1	SPM Professional*1
App Engine Starter ²	5	5
Collaborative Work Management	✓	✓
Cost Management	✓	✓
Demand Management	✓	✓
Digital Portfolio Management	✓	✓
Financial Planning	✓	✓
Innovation Management	✓	✓
Portfolio Planning	✓	✓
Project Portfolio Management	✓	✓
Resource Management	✓	✓
Strategic Portfolio Management for Telecom	✓	✓
Platform Analytics Advanced		✓
Virtual Agent ⁴		✓
Agile Development		✓
Investment Funding		✓
Predictive Intelligence		✓
Strategic Planning		✓
Test Management		✓
* Integration Hub Spokes included	\$75 / SPM User \$15 / Unrestricted User	\$125 / SPM User \$25 / Unrestricted User

Ask Partner Mgr

Ask Partner Mgr

Collaborative Work Management

	Collaborative Work Management
Collaborative Work Management	✓
	\$25 / CWM User \$5.50 / Unrestricted User
	PROD22188 PROD22189

Enterprise Architecture (EA)

No changes for Zurich Q4

	Enterprise Architecture Standard	Enterprise Architecture Professional v2
App Engine Starter ¹	5	5
Application Rationalization	✓	✓
Application Total Cost of Ownership	✓	✓
Digital Integration Management	✓	✓
Digital Portfolio Management	✓	✓
Enterprise Modeling & Visualization		✓
GRC Integration Framework		✓
Platform Analytics Advanced		✓
Predictive Intelligence		✓
Technology Portfolio Management		✓
* Integration Hub Spokes included	\$45 / Business App \$6 / Unrestricted User	\$70 / Business App \$9 / Unrestricted User
	PROD23524 PROD23530	PROD23527 PROD23533

¹App Engine Starter tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables.

*The ServiceNow subscription includes Spokes that can be downloaded with the entitlement. Transactions from included Spokes count as Integration Hub Transactions and require an Automation Engine license, unless explicitly excluded in the [BU Spokes List](#)

Agile Team

Agile Team \$0 SKU can be paired with any new business, renewal or upsell that involves a migration/ sale containing Modern SKUs only

Agile Team

\$0

❑ Agile Development

- Epics
- Stories
- Scrum

❑ Test Management

- ❑ Jira integration for Agile Development
- ❑ Microsoft Azure DevOps integration for Agile Development
- ❑ Performance Analytics Content Pack for Agile 2.0¹

*** Excludes SAFe, Scrum Programs & Timecard**

Agile Team - ITSM Pairing Qualifications:

- Agile Team \$0 SKU can be added to ITSM Standard, Professional, and Enterprise for new business
- Existing customers can add the \$0 SKU at renewal or upsell
 - SKUs include: ITSM Standard, ITSM Professional, ITSM Standard v2 & ITSM Professional v2, ITSM Enterprise

Agile Team – SPM Pairing Qualifications:

- Agile Team \$0 SKU is paired with new business, renewals or upsells
 - SKUs include: SPM Std/Pro, ITBM Std/Pro

Agile Team – Pairing with any other Product Line of the Platform:

- Agile Team \$0 SKU can be paired with any new business, renewal or upsell to new product line SKUs, that will aide in providing value to the deal or assist in migrations.

***** Qty of 1 "Agile Team" license will cover everyone in the sys_user table for Agile Development & Test Management**

Note:

1. Performance Analytics Content Pack for Agile 2.0 is only available for customers who have Performance Analytics entitlement, including ITSM Professional v1&2, ITSM Enterprise, SPM Std/Pro, ITBM Std/Pro

IT Operations Management

	ITOM AIOps Professional v2 *	ITOM AIOps Enterprise v3 *, 5	ITOM Cloud Accelerate 3, 5	ITOM Visibility v2
App Engine Starter 4	5	5	\$8 / Subscription Unit	\$12 / Subscription Unit
ITOM Health	✓	✓	PROD16960	PROD14997
ITOM Visibility 1	✓	✓		
Platform Analytics Advanced**	✓	✓	Health Log Analytics 2 (add-on to ITOM Op Pro v2)	Cloud Governance Suite
Predictive Intelligence	✓	✓	\$14 / Subscription Unit	\$50,000 / annually
Health Log Analytics 2		✓	PROD16964	PROD26035
ITOM Cloud Accelerate		✓		
ITOM Observability		✓		
Spokes & Protocols 1	included	included		
* Integration Hub Spokes included	\$24 / Subscription Unit	\$42 / Subscription Unit		
	PROD14995	PROD25358		

¹ **Spokes:** Jenkins; MS Active Directory v2; MS Azure Active Directory; MS SCCM; Kubernetes; F5. **Protocols:** Powershell; SSH. Transactions not included. Utilize \$0 IntegrationHub Starter with 100,000 transactions.

² **Not available** for **on-prem** or for **Azure regulated markets**. As an add-on, SU capacity must be <= ITOM Operator Professional/ITOM Health SU capacity.

³ **ITOM Cloud Accelerate** SU capacity must be <= ITOM Visibility SU capacity. Any calls to Cloud Action Library from **other** than the Governance apps requires Automation Engine Enterprise.

⁴ App Engine Starter tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables.

⁵ Cloud Account Management included Feature requires a subscription to Cloud Governance Suite or any subscription entitled to Cloud Workspace.

**Performance Analytics is included in Platform Analytics Advanced

- Subscription Unit Ratios**
- 1 Server = 1 SU
 - 3 PaaS = 1 SU
 - 4 End User Computing Devices = 1 SU
 - 4 Unresolved Monitored Objects = 1 SU
 - 10 Containers = 1 SU
 - 20 FaaS = 1 SU

*The ServiceNow subscription includes Spokes that can be downloaded with the entitlement. Transactions from included Spokes count as Integration Hub Transactions and require an Automation Engine license, unless explicitly excluded in the [BU Spokes List](#)

Software Asset Management

No changes for Zurich Q4

	Software Asset Management Professional *	Software Asset Management Enterprise v3 *
App Engine Starter ²	5	5
Asset Management	✓	✓
Client Software Distribution for SAM ¹	✓	✓
Platform Analytics Advanced**	✓	✓
Predictive Intelligence	✓	✓
Software Asset Management	✓	✓
Software Spend Detection	✓	✓
Cloud Cost Management		✓
ML Normalization		✓
* Integrated Hub Spokes included	\$8 / Subscription Unit	\$12 / Subscription Unit

PROD15033

PROD24723

Subscription Unit Ratios

- 1 Server = 1 SU
- 3 IaaS = 1 SU
- 3 PaaS = 1 SU
- 4 End User Computing Devices = 1 SU
- 15 SaaS = 1 SU

*The ServiceNow subscription includes Spokes that can be downloaded with the entitlement. Transactions from included Spokes count as Integration Hub Transactions and require an Automation Engine license, unless explicitly excluded in the [BU Spokes List](#)

¹ For customers unwilling to sign the Software Spend Detection addendum a separate SKU without Software Spend Detection is available (PROD15058 or PROD21647)

¹ Client Software Distribution for SAM is for the harvesting of licenses via SAM only

² App Engine Starter tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables.

The email consent to reclaim software (harvesting) through SAM is included for all employees

Software Asset Management Template -

- Asset Management is an application in IT Service Management and includes a Software Asset Management template plugin
- The template is a feature of Asset Management and is not a standalone offering.
- This feature is available to customers via activation through a HI Request only

**Performance Analytics is included in Platform Analytics Advanced

Cloud Cost Management

No changes for Zurich Q4

	Cloud Cost Management v2
App Engine Starter ¹	5
Cloud Cost Management	✓
Platform Analytics Advanced**	✓
Predictive Intelligence	✓
	\$8 / Subscription Unit
	PROD24727

¹ App Engine Starter tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables.

**Performance Analytics is included in Platform Analytics Advanced

ITAM for Financial Services

No changes for Zurich Q4

	ITAM for Financial Services ²
App Engine Starter ¹	5
Asset Audit Response	✓
Audit Management	✓
Policy and Compliance Management	✓
Platform Analytics Advanced**	✓
Predictive Intelligence	✓
\$4 / Subscription Unit	
PROD26855	

¹ App Engine Starter tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables.

² This is an add-on SKU and can only be added to either Hardware Asset Management and Software Asset Management.

**Performance Analytics is included in Platform Analytics Advanced

Hardware Asset Management

	Hardware Asset Management Professional v6
App Engine Starter ¹	5
Asset Management	✓
Hardware Asset Management	✓
Hardware Asset Management for DaaS	✓
Platform Analytics Advanced**	✓
Predictive Intelligence	✓
	\$6 / Subscription Unit

PROD23841

Subscription Unit Ratios

- 1 Server = 1 SU
- 4 End User Computing Devices = 1 SU
- 5 Network Devices = 1 SU
- 10 Mobile Devices = 1 SU
- 15 Monitor = 1 SU
- 1 Unclassified Hardware = 1 SU
- 10 Printer = 1 SU
- 3 Storage = 1SU

¹ App Engine Starter tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables.

**Performance Analytics is included in Platform Analytics Advanced

Enterprise Asset Management

	Enterprise Asset Management Professional v3
App Engine Starter ¹	5
Asset Management	✓
Enterprise Asset Management	✓
Planned Maintenance	✓
Platform Analytics Advanced**	✓
Predictive Intelligence	✓
	\$12 / Subscription Unit
	PROD23593

Subscription Units (SU) Generic unit of measure	
25 Consumables	= 1 SU
5 Simple Assets	= 1 SU
1 Parent Assets	= 1 SU
1 Linear Assets	= 1 SU
2 Linear Asset Segments	= 1 SU

EAM Field Service Technician
Field Service Management Basic
\$35 / Fulfiller
PROD19381

Indoor Mapping Service
Indoor Mapping Service
\$100 / Floor
PROD22878

¹ App Engine Starter tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables.

**Performance Analytics is included in Platform Analytics Advanced

Industrial Footprint

	Industrial Footprint*
Industrial Core	✓
	\$10 / Site / Month
	PROD25273

* Industrial Footprint is a required base SKU for all OT products, any OT partner developed integrations and OT partner developed apps, or any IX partner developed integrations and IX partner developed apps. Industrial Footprint must match the total quantity of industrial sites within the customers entire industrial portfolio.

OT Service Management

No changes for Zurich Q4

	OTSM Standard	OTSM Professional	OTSM Enterprise
App Engine Starter ²	25	50	50
Asset Management	✓	✓	✓
Change Management	✓	✓	✓
Cost Management	✓	✓	✓
Digital Portfolio Management	✓	✓	✓
Incident Management	✓	✓	✓
Operational Technology Change Management	✓	✓	✓
Operational Technology Incident Management	✓	✓	✓
OT Site Users ³	50	50	50
Problem Management	✓	✓	✓
Request Management	✓	✓	✓
Universal Request	Universal Request	Universal Request Pro	Universal Request Pro
Walk-Up Experience	✓	✓	✓
Continual Improvement Management		✓	✓
DevOps Change Velocity		✓	✓
Digital Product Release ^{***}		✓	✓
Mobile Publishing		✓	✓
Platform Analytics Advanced ^{**}		✓	✓
Predictive Intelligence		✓	✓
Virtual Agent ¹		✓	✓
Process Mining			✓
Workforce Optimization			✓
	\$6,000 / Site / Month	\$8,000 / Site / Month	\$10,000 / Site / Month

PROD24436

PROD24439

PROD24442

¹ Virtual Agent includes 1000 Conversation Transactions per Fulfiler per month. Unlimited Conversations included in the Unrestricted model.

Additional Conversations requires Virtual Agent Additional Transaction Pack - \$25k / 4000 Conversations. (PROD09218)

² App Engine Starter tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables.

³ 50 OT Site Users is the default base within the largest industrial site. The default base is superseded with additional Operational Technology Service Management Site User Pack - Site User

^{**}Performance Analytics is included in Platform Analytics Advanced

^{***}Digital Product Release has replaced Release Management, which has been deprecated as of Xanadu GA

Operational Technology
Service Management Site
User Pack ^{**}

\$10,000 / All Industrial Sites

PROD24446

^{**}Required to provide additional Operational Technology Site Users to increase entitlement beyond the baseline.

Applicable Products – Operational Technology Service Management

Operational Technology Visibility (OTV)

New for Zurich Q4

	Operational Technology Visibility*
App Engine Starter ²	5
IT Discovery in OT Networks	✓
ITOM Visibility ¹	✓
Industrial Process Manager	✓
Operational Technology Manager	✓
OT Discovery Sensors & Consoles	✓
OT Devices ³	5,000
Service Graph Connector for ServiceNow OT Discovery	✓
* Integration Hub Spokes included	\$10,000 / Site / Month

Intended Use Protection Limit Pack - Max IT within OT Devices
\$500 / 1000 Devices / Month
PROD27741

PROD24427

¹ **Service Graph Connectors:** Entitlement to Certified Service Graph Connectors come with ITOM Visibility and the Subscription Unit based ITOM Discovery

² App Engine Starter tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables.

* The ServiceNow subscription includes Spokes that can be downloaded with the entitlement. Transactions from included Spokes count as Integration Hub Transactions and require an Automation Engine license, unless explicitly excluded in the [BU Spokes List](#)

³ 5,000 OT Devices is the default base within the largest industrial site. The default base is superseded with additional Operational Technology Maximum OT Devices Pack(s).

Operational Technology Vulnerability Response (OTVR)

	Operational Technology Vulnerability Response Standard *	Operational Technology Vulnerability Response Professional *	Operational Technology Vulnerability Response Enterprise *
App Engine Starter ²	5	10	15
Industrial Process Manager	✓	✓	✓
Operational Technology Vulnerability Response ¹	✓	✓	✓ Unrestricted ³
OT Devices ⁴	5,000	5,000	5,000
Vulnerability Solution Management	✓	✓	✓
Vulnerability Response	✓	✓	✓
Operational Technology Hardware Vulnerability Assessment		✓	✓
Process Mining			✓
* Integration Hub Spokes included	\$6k / Site / Month PROD24449	\$8k / Site / Month PROD25239	\$10k / Site / Month PROD25242

Intended Use Protection Limit
Pack - Max IT within OT Devices

\$500 / 1000 Devices / Month

PROD27741

¹ **Service Graph Connectors:** Entitlement to Certified Service Graph Connectors come with ITOM Visibility and the Subscription Unit based ITOM Discovery

² App Engine Starter tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables.

³ Unrestricted is entitled via an automatically calculated maximum limit based on ITX capacity minus 10%. Removal of ITX SKUs or transition of entitlement translates to out of compliance.

*The ServiceNow subscription includes Spokes that can be downloaded with the entitlement. Transactions from included Spokes count as Integration Hub Transactions and require an Automation Engine license, unless explicitly excluded in the BU Spokes List

⁴ 5,000 OT Devices is the default base within the largest industrial site. The default base is superseded with additional Operational Technology Maximum OT Devices Pack(s).

Operational Technology Asset Management

EAM Field Service Technician
Field Service Management Basic
\$35 / Fulfiller
PROD19381

Indoor Mapping Service
Indoor Mapping Service
\$100 / Floor
PROD22878

Intended Use Protection Limit Pack - Max IT within OT Devices
\$500 / 1000 Devices / Month
PROD27741

	Operational Technology Asset Management
App Engine Starter ¹	5
Asset Management	✓
Hardware Asset Management ²	✓ (Limited)
Operational Technology Asset Management	✓
OT Devices/OE Assets ³	5,000
OT Obsolescence Management	✓
Planned Maintenance	✓
Platform Analytics Advanced**	✓
Predictive Intelligence	✓
	\$10,000 / Site / Month
	PROD25305

¹ App Engine Starter tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables.

² Hardware Asset Management functionality is limited only to normalization of hardware models and more specifically, hardware models that are mapped to hardware OT entity assets. Additional hardware asset management functionality including normalization of all hardware models as well as hardware asset lifecycle workflows will require licensing of Hardware Asset Management Professional.

**Performance Analytics is included in Platform Analytics Advanced. ³ 5,000 OT Devices is the default base within the largest industrial site. The default base is superseded with additional Operational Technology Maximum OT Devices Pack(s).

Integrated Risk Management

New for Zurich Q4

	IRM Standard v2*	IRM Professional v2*	IRM Enterprise v2*
App Engine Starter ³	5	5	5
Audit Management	✓	✓	✓
AI Risk and Compliance Management	✓	✓	✓
Compliance Case Management	✓	✓	✓
Policy and Compliance Management	✓	✓	✓
Risk Management	✓	✓	✓
GRC: Model Risk Management	✓	✓	✓
Use Case Accelerators	✓	✓	✓
Advanced Audit Management		✓	✓
Advanced Risk Management		Limited ¹	✓
Advanced Use Case Accelerators		✓	✓
Cybersecurity Executive Dashboard		✓	✓
GRC: Metrics		✓	✓
Parallel Review and Feedback		✓	✓
Platform Analytics Advanced**		✓	✓
Predictive Intelligence		✓	✓
Regulatory Change Management		✓	✓
Virtual Agent ²		✓	✓
* Integration Hub Spokes included	\$125 / IRM Operator \$10 / Unrestricted User PROD23789 Ask Partner Mgr/UU	\$250 / IRM Operator \$20 / Unrestricted User PROD23792 Ask Partner Mgr/UU	\$375 / IRM Operator \$30 / Unrestricted User PROD23795 Ask Partner Mgr/UU

IRM Lite Operator v2⁴

\$75 / IRM Lite Operator

PROD23807

¹ Capability to manage advanced risk assessments through Manual Risk Factors, Risk-rollups, and Risk Hierarchies

² Virtual Agent includes Unlimited Conversations included in the IRM User model. 1000 Conversation Transactions per IRM Operator per month.

³ App Engine Starter tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables.

⁴ Requires purchase of IRM Std, Pro or Enterprise

*The ServiceNow subscription includes Spokes that can be downloaded with the entitlement. Transactions from included Spokes count as Integration Hub Transactions and require an Automation Engine license, unless explicitly excluded in the BU Spokes List

Privacy Management (PRM)

	Privacy Management v2
Privacy Management	✓
Policy and Compliance Management	✓
Risk Management	✓
Privacy Case Management	✓
Advanced Risk Management	Limited ²
Personal Data Rights	✓
App Engine Starter ¹	5
\$125 / Privacy Operator \$10 / Unrestricted User	
PROD23810 Ask Partner Mgr / UU	

Privacy Lite Operator ³

\$75 / Privacy Lite Operator

PROD23825

¹ App Engine Starter tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables.

² Privacy risk assessments (limited to 2 active risk assessment methodologies pertaining to Privacy use cases) can be managed through automated manual risk factors, risk-rollups, and risk hierarchies.

³ Requires purchase of Privacy Standard Operator.

Third-party Risk Management (TPRM)

	TPRM Base	TPRM
App Engine Starter ¹	5	NA
Vendor Risk Management	✓	
Third-party Risk Management ²		✓
	\$4,000 / Module	\$40 / Transaction
	PROD20914	PROD20917

¹ App Engine Starter tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables.

² Requires purchase of TPRM Base

Business Continuity Management (BCM)

	BCM Standard	BCM Professional v2
App Engine Starter ²	5	5
Business Continuity Planning	✓	✓
BCM Mobile app	✓	✓
Business Impact Analysis	✓	✓
Crisis Management	✓	✓
Platform Analytics Advanced**		✓
Predictive Intelligence		✓
Virtual Agent ¹		✓
	\$200 / BCM Operator PROD13219	\$300 / BCM Operator PROD14201

BCM Lite Operator *

\$50 / BCM Lite Operator

PROD18127

* Requires purchase of BCM Std or Pro

¹ Virtual Agent includes Unlimited Conversations included in the BCM User model. 1000 Conversation Transactions per BCM Operator per month.

² App Engine Starter tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables.

**Performance Analytics is included in Platform Analytics Advanced

Environmental, Social, and Governance Management (ESG)

	ESG
App Engine Starter ¹	5
Environmental, Social, and Governance Management	✓
ESG Framework Content Accelerators	✓
ESG Risk Management ²	Limited ¹
GRC: Metrics	✓
	\$5,000 / Metric Definition* \$5 / Unrestricted User
	PROD18124 Ask Partner Mgr

ESG – Metric Definition includes entitlement for up to 100 ESG Metric Definitions monthly.

An ESG Metric Definition is any Metric based on a Metric Definition that is directly (or through an aggregation) used in an ESG Goal, ESG Sub-Goal, ESG Target within an ESG Goal/Sub-Goal, or ESG Disclosure.

¹ App Engine Starter tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables.

² Capability to manage advanced risk assessments through Manual Risk Factors, Risk-rollups, and Risk Hierarchies

Security Operations

New for Zurich Q4

DLPIR

\$2.25 / UU

PROD16746

- DLPIR SKU includes Platform Analytics Advanced and 5 App Engine Starter Tables

Security Posture Control

\$2 / Device

PROD20860

Threat Intelligence Security Center

\$3 / UU

PROD22290

¹ App Engine Starter tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables.

*The ServiceNow subscription includes Spokes that can be downloaded with the entitlement. Transactions from included Spokes count as Integration Hub Transactions and require an Automation Engine license, unless explicitly excluded in the [BU Spokes List](#)

**Performance Analytics is included in Platform Analytics Advanced

	Standard – SIR v4 *	Professional – SIR v2 *	Enterprise – SIR	Standard – VR v2 *	Professional – VR v2 *	Enterprise – VR v2 *
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App Engine Starter ¹	5	5	25	5	5	25
Security Incident Response (SIR)	✓	✓	✓			
Platform Analytics Advanced**		✓	✓		✓	✓
Cyber Executive Dashboard		✓	✓		✓	✓
Event Mgmt. for Security Operations		✓	✓			
Major Security Incident Management		✓	✓			
Predictive Intelligence		✓	✓		✓	✓
SIR Integration Bundles		✓	✓			
Threat Intelligence		✓	✓			
Threat Intelligence Security Center			✓			
Vulnerability Response				✓	✓	✓
Application Vulnerability Response					✓	✓
Patch Orchestration					✓	✓
SBOM Response					✓	✓
Vulnerability Crisis Mgmt.					✓	✓
Vulnerability Solution Mgmt.					✓	✓
Cloud Security for CC						✓
Container Vulnerability Response						✓
Configuration Compliance						✓

* Integration Hub Spokes included

\$2.50 / UU	\$4.00 / UU	\$6.00 / UU	\$1.25 / Device	\$2.25 / Device	\$3.00 / Device
PROD20790	PROD16744	PROD22090	PROD20824	PROD20825	PROD20826

Subscription Units (SU)

Generic unit of measure

1 AI Asset 2 = 1 SU

	AICT
App Engine Starter ¹	5
AI Control Tower	✓
AI Risk and Compliance Management	✓
Policy and Compliance Management	✓
Use Case Accelerators	✓
Risk Management	✓
Advanced Risk Management	✓
AI Case Management	✓
	\$80 / SU
	PROD26238

¹ App Engine Starter are primarily for the configuration of the packaged applications. Remaining tables can be used for any purpose but must follow the Unrestricted User model.

² "AI Asset" refers to AI model, AI system, dataset and deployed AI system and model that is represented as records in the tables listed below and managed by the AI Control Tower application.

- "AI model" is any record in the 'AI Model Digital Asset' (alm_ai_model_digital_asset) table and is managed by AI Control Tower.
 - Example: Now LLM, OpenAI, Gemini
- "Dataset" is any record in the 'AI Dataset Digital Asset' (alm_ai_dataset_digital_asset) table and is managed by AI Control Tower.
 - Example: List of past Issues.. These are Datasets that have been used for training or evaluated with the AI systems or models
- "AI system" is any record in 'AI System Digital Asset' (alm_ai_system_digital_asset) table and is managed by AI Control Tower.
 - Example: AI use case of 'Summarizing an Issue'
- "Deployed AI System and Model" is any record in AI & Model Application AI Function' ('cmdb_ci_appl_ai_application' and 'cmdb_ci_function_ai') table and is managed by AI Control Tower.
 - Example: AI use case of 'Summarizing an Issue' deployed in Germany, India which are 2 distinct records due to local regulatory requirements or company policies.

Product	Meter	Min Quantity	Max Quantity	Price (unit/month)	Product Code
XM Cyber Continuous Exposure Management for Enterprise ¹	Server	100	249	\$23.67	PROD22985
	Server	250	499	\$20.33	PROD22986
	Server	500	999	\$16.83	PROD22987
	Server	1,000	4,999	\$13.50	PROD22988
	Server	5,000	-	\$10.17	PROD22989
XM Cyber Continuous Exposure Management for Enterprise ¹	Workstation	1,000	4,999	\$3.33	PROD22990
	Workstation	5,000	9,999	\$2.92	PROD22991
	Workstation	10,000	49,999	\$2.50	PROD22992
	Workstation	50,000	99,999	\$2.08	PROD22993
	Workstation	100,000	-	\$1.50	PROD22994
XM Cyber Continuous Exposure Management for Public Cloud Networks	Cloud Workloads	100	249	\$23.67	PROD22995
	Cloud Workloads	250	499	\$20.33	PROD22996
	Cloud Workloads	500	999	\$16.83	PROD22997
	Cloud Workloads	1,000	4,999	\$13.50	PROD22998
	Cloud Workloads	5,000	-	\$10.17	PROD22999

¹ XM Cyber Continuous Exposure Management for Enterprise – Servers and Workstations must be purchased together.

XM Cyber (All SKUs, Part 2)

No changes for Zurich Q4

Product	Meter	Min Quantity	Max Quantity	Price (unit/month)	Product Code
XM Vulnerability Risk Management	Assets	1,000	4,999	\$1.17	PROD26167
	Assets	5,000	9,999	\$1.08	PROD26168
	Assets	10,000	49,999	\$1.00	PROD26169
	Assets	50,000	99,999	\$0.92	PROD26170
	Assets	100,000	-	\$0.75	PROD26171
XM Cyber External Attack Surface Management Enterprise	External Assets	1	100	\$1416.67	PROD26188
	External Assets	101	150	\$2833.33	PROD26189
	External Assets	151	250	\$3791.67	PROD26190
	External Assets	251	400	\$4750.00	PROD26191
	External Assets	401	550	\$5666.67	PROD26192
	External Assets	551	800	\$6666.67	PROD26193
	External Assets	801	1,050	\$7583.33	PROD26194
	External Assets	1,051	1,400	\$8500.00	PROD26195
	External Assets	1,401	1,750	\$9500.00	PROD26196
	External Assets	1,751	2,150	\$10416.67	PROD26197
	External Assets	2,151	2,650	\$11375.00	PROD26198
	External Assets	2,651	3,150	\$12333.33	PROD26199
	External Assets	3,151	3,750	\$13250.00	PROD26200
	External Assets	3,751	4,400	\$14250.00	PROD26201
	External Assets	4,401	5,000	\$15166.67	PROD26202
	External Assets	5,001	-	"Call For Quote" – sent to XM	

XM Cyber (All SKUs, Part 3)

No changes for Zurich Q4

Product	Meter	Underlying Asset Qty	Min Tools Qty	Max Tools Qty	Price (unit/month)	Product Code
XM Cyber Security Controls Monitoring	Tools	Up to 9,999 Assets	5	9	\$1666.67	PROD26172
	Tools	Between 10,000 – 19,999 Assets	5	9	\$2500.00	PROD26173
	Tools	Between 20,000 – 49,999 Assets	5	9	\$3333.33	PROD26174
	Tools	Above 50,000 Assets	5	9	\$4167.67	PROD26175
	Tools	Up to 9,999 Assets	10	19	\$1583.33	PROD26176
	Tools	Between 10,000 – 19,999 Assets	10	19	\$2375.00	PROD26177
	Tools	Between 20,000 – 49,999 Assets	10	19	\$3166.67	PROD26178
	Tools	Above 50,000 Assets	10	19	\$3958.33	PROD26179
	Tools	Up to 9,999 Assets	20	39	\$1500.00	PROD26180
	Tools	Between 10,000 – 19,999 Assets	20	39	\$2250.00	PROD26181
	Tools	Between 20,000 – 49,999 Assets	20	39	\$3000.00	PROD26182
	Tools	Above 50,000 Assets	20	39	\$3750.00	PROD26183
	Tools	Up to 9,999 Assets	40		\$1458.33	PROD26184
	Tools	Between 10,000 – 19,999 Assets	40		\$2187.50	PROD26185
	Tools	Between 20,000 – 49,999 Assets	40		\$2916.67	PROD26186
	Tools	Above 50,000 Assets	40		\$3645.83	PROD26187

Now Assist (Technology Workflows) 2, 3

	ITSM Professional Plus*	ITSM Enterprise Plus**	SPM Professional Plus*	SPM for Telecommunications Professional Plus**	ITOM Professional Plus*	ITOM Enterprise Plus**	TSOM Professional Plus*	TSOM Enterprise Plus**	SIR Professional Plus*	SIR Enterprise Plus**
Assists (Annually) ^{1, 4}	6,000 / Fulfiller 800 / UU	6,000 / Fulfiller 800 / UU	4,500 / SPM User 550 / UU	4,500 / SPM User 550 / UU	1,000	1,000	1,000	1,000	150	150
Now Assist	Now Assist for ITSM Now Assist for CMDB	Now Assist for ITSM Now Assist for CMDB	Now Assist for SPM Now Assist for CMDB Now Assist for CWM	Now Assist for SPM Now Assist for CMDB Now Assist for CWM	Now Assist for ITOM Now Assist for CMDB Now Assist for SGC	Now Assist for ITOM Now Assist for CMDB Now Assist for SGC	Now Assist for ITOM Now Assist for CMDB Now Assist for SGC	Now Assist for ITOM Now Assist for CMDB Now Assist for SGC	Now Assist for Security Now Assist for CMDB	Now Assist for Security Now Assist for CMDB
	\$90 / Fulfiller \$12 / UU	\$90 / Fulfiller \$12 / UU	\$75 / SPM User \$9 / UU	\$75 / SPM User \$9 / UU	\$14 / SU	\$14 / SU	\$14 / SU	\$14 / SU	\$2.40 / UU	\$2.40 / UU
Commercial SKUs	PROD21190 PROD21191	PROD21192 PROD21193	PROD22894 PROD22895	PROD22896 PROD22897	PROD22521	PROD22524	PROD22527	PROD22530	PROD23697	PROD23700
Restricted Env (incl. GCC) SKUs	PROD23083 PROD23084	PROD23081 PROD23082	PROD23105 PROD23106	PROD23103 PROD23104	PROD23080	PROD23079	PROD23120	PROD23119	PROD23705	PROD23706

*Requires Professional tier package

** Requires Enterprise tier package

¹ Usage is measured in both production and sub-production instances.

² This Subscription Product is not available for Customers in Self-hosted environments or other restricted environments.

³ Use of this Subscription Product requires use of Next Experience as well as the Generative AI Controller.

⁴ Additional annual Assists require the purchase of a separate package.

Additional Assist Pack

\$150,000/Pack/Annual (500,000 assists)

PROD21223

Now Assist (Technology Workflows) 2, 3

	SAM Professional Plus*	SAM Enterprise Plus**	HAM Professional Plus*	IRM Professional Plus*	IRM Enterprise Plus**	EA Professional Plus*	OTSM Professional Plus*	OTSM Enterprise Plus**	CWM Professional Plus*
Assists (Annually) 1,4	350	350	250	6,000 / Now Assist User 600 / UU	6,000 / Now Assist User 600 / UU	1,800 / Business App 200 / UU	300,000 / Site	300,000 / Site	900 / CWM User 200 / UU
Now Assist	Now Assist for SAM Now Assist for CMDB Now Assist for SGC	Now Assist for SAM Now Assist for CMDB Now Assist for SGC	Now Assist for HAM Now Assist for CMDB Now Assist for SGC	Now Assist for IRM Now Assist for CMDB	Now Assist for IRM Now Assist for CMDB	Now Assist for EA Now Assist for CMDB	Now Assist for OTSM Now Assist for ITSM Now Assist for CMDB	Now Assist for OTSM Now Assist for ITSM Now Assist for CMDB	Now Assist for CWM Now Assist for CMDB
	\$5 / SU	\$5 / SU	\$3.60 / SU	\$150 / Now Assist User \$12 / UU	\$150 / Now Assist User \$12 / UU	\$42 / Business App \$5.40 / UU	9,000 / Site	9,000 / Site	\$15 / CWM User \$3.30 / UU
Commercial SKUs	PROD25449	PROD25450	PROD26247	PROD25394 Ask Partner Mgr/UU	PROD25399 Ask Partner Mgr/UU	PROD25426 Ask Partner Mgr/UU	Ask Partner Mgr	Ask Partner Mgr	PROD26256 Ask Partner Mgr
Restricted Env (incl. GCC) SKUs	PROD25451	PROD25452	PROD26248	PROD25397 Ask Partner Mgr/UU	PROD25402 Ask Partner Mgr/UU	PROD25429 Ask Partner Mgr/UU	Ask Partner Mgr	Ask Partner Mgr	PROD26257 Ask Partner Mgr

*Requires Professional tier package

** Requires Enterprise tier package

¹ Usage is measured in both production and sub-production instances.

² This Subscription Product is not available for Customers in Self-hosted environments or other restricted environments.

³ Use of this Subscription Product requires use of Next Experience as well as the Generative AI Controller.

⁴ Additional annual Assists require the purchase of a separate package.

Additional Assist Pack

\$150,000/Pack/Annual (500,000 assists)

PROD21223

Now Assist (Technology Workflows) ^{2, 3}

	VR Professional Plus*	VR Enterprise Plus**	CWM Professional Plus*	ESG Professional Plus	TPRM Professional Plus	PRM Professional Plus
Assists (Annually) ¹	100 / Device	100 / Device	900 / CWM User 200 / UU	100,000 / Metric Definition pack 100 / UU	800 / Transaction 240 / UU	2,500 / Now Assist User 200 / UU
Now Assist	Now Assist for VR, Now Assist for CMDB, Now Assist for SGC, Document Intelligence	Now Assist for VR, Now Assist for CMDB, Now Assist for SGC, Document Intelligence	Now Assist for CWM Now Assist for CMDB	Now Assist for ESG, Now Assist for CMDB	Now Assist for TPRM, Now Assist for CMDB	Now Assist for Privacy Management, Now Assist for CMDB
	\$1.40 / Device	\$1.40 / Device	\$15 / CWM User \$3.30 / UU	\$3000 / Metric Definition pack \$3 / UU	\$24 / Transaction \$7 / UU	\$75 / Now Assist User \$6 / UU
Commercial SKUs	PROD26349	PROD26350	PROD26256 Ask Partner Mgr	PROD26983 Ask Partner Mgr	PROD28023 Ask Partner Mgr	PROD28032 Ask Partner Mgr
Restricted Env (incl. GCC) SKUs	PROD26355	PROD26356	PROD26257 Ask Partner Mgr	PROD26987 Ask Partner Mgr	PROD28025 Ask Partner Mgr	PROD28034 Ask Partner Mgr

*Requires Professional tier package

** Requires Enterprise tier package

¹ Usage is measured in both production and sub-production instances.

² This Subscription Product is not available for Customers in Self-hosted environments or other restricted environments.

³ Use of this Subscription Product requires use of Next Experience as well as the Generative AI Controller.

⁴ Additional annual Assists require the purchase of a separate package.

Additional Assist Pack

\$150,000/Pack/Annual (500,000 assists)

PROD21223

CRM & Industry Workflows

Customer Service Management (CSM)

No changes for Zurich Q4

^A Includes the following:

- Customer & Contract Management
- Product and Services Install Base
- Omnichannel Engagement
- Proactive Customer Communications
- Customer and Partner Portal
- Customer Communities and Knowledge Management
- Complex Case Workflows

^B Includes the following:

- Incident
- Problem
- Change
- Cost
- Asset
- Request

^C Custom Tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables.

*The ServiceNow subscription includes Spokes that can be downloaded with the entitlement. Transactions from included Spokes count as Integration Hub Transactions and require an Automation Engine license, unless explicitly excluded in the [BU Spokes List](#)

**Performance Analytics is included in Platform Analytics Advanced

***Digital Product Release has replaced Release Management, which has been deprecated as of Xanadu GA

****Transaction prices will be displayed per month on the Order Form instead of annually.

	CSM Standard v7 *	CSM Professional v7 *	CSM Enterprise v7 *
Communities	✓	✓	✓
Customer Service Management ^A	✓	✓	✓
Custom Tables (FF/UU) ^C	25/100	50/100	50/100
Digital Portfolio Management	✓	✓	✓
Engagement Messenger	✓	✓	✓
IT Service Management ^B	✓	✓	✓
Portal Visits (FF/UU)	1000/200	2000/400	4000/800
Universal Request	Universal Request	Universal Request Pro	Universal Request Pro
Walk-Up Experience	✓	✓	✓
Continual Improvement Management		✓	✓
DevOps Change Velocity		✓	✓
Digital Product Release***		✓	✓
Mobile Publishing		✓	✓
Outsourced Customer Service		✓	✓
Platform Analytics Advanced**		✓	✓
Predictive Intelligence		✓	✓
Proactive Customer Service Operations		✓	✓
Virtual Agent (FF/UU)		1000/Unlimited	1000/Unlimited
Process Mining			✓
Workforce Optimization			✓
* Integration Hub Spokes included	\$125/Fulfiller \$25/Unrestricted \$3/Tx/Yr****	\$225/Fulfiller \$40/Unrestricted \$4/Tx/Yr****	\$325/Fulfiller \$60/Unrestricted \$5.50/Tx/Yr****
	PROD19278 Ask Partner Mgr/UU Ask Partner Mgr/Tx	PROD19279 Ask Partner Mgr/UU Ask Partner Mgr/Tx	PROD19280 Ask Partner Mgr/UU Ask Partner Mgr/Tx

CSM Add-Ons Pricing and Packaging

No changes for Zurich Q4

Business Stakeholder

Business Stakeholder v4

\$35/User/Month

PROD17800

Process Mining

Process Mining and Task Mining
for Platform (250k records / 40
Application Users)

\$125,000 annually

PROD23563

Retail Operations

Retail Operations

\$400/Site/Month

Ask Partner Mgr

Workforce Optimization

Workforce Optimization for CSM

30% of core CSM ACV

PROD18711 /Fulfiller/App
Ask Partner Mgr/UU/App

Workforce Optimization for CSM – Application User

\$75/Application User

Ask Partner Mgr

Virtual Agent

Virtual Agent CSM Conversation
Transaction Pack (1Pack = 4000 VA
Conversation Transactions/Month)

\$25k/Pack/Year

PROD09274

Portal Visits

CSM (1000 Additional Portal
Visits)

\$60/1000 Portal Visits/Month

PROD10246

CPQ/Sales and Order Management (SOM)

No changes for Zurich Q4

	CPQ Standard v1	CPQ Professional v1	Sales and Order Management Professional v2
Customer & Case Core	✓	✓	✓
Customer Lifecycle Applications		✓	✓
Customer Lifecycle Core		✓	✓
Custom Tables CPQ Core ¹	25	50	50
CPQ Advanced		✓	✓
CPQ Core ¹	✓	✓	✓
Lead Management Applications		✓	✓
Lead Management Core		✓	✓
Opportunity Management Applications		✓	✓
Opportunity Management Core		✓	✓
Order Management	✓	✓	✓
Order Operations	✓	✓	✓
Platform Analytics Advanced		✓	✓
Predictive Intelligence		✓	✓
Virtual Agent ²		✓ (1K/FF/mo)	✓ (1K/FF/mo)
Pricing	\$150/FF/mo \$25/UU/mo	\$250/FF/mo \$40/UU/mo	\$350/FF/mo \$60/UU/mo
	FF: Ask Partner Mgr UU: Ask Partner Mgr	FF: Ask Partner Mgr UU: Ask Partner Mgr	FF: Ask Partner Mgr UU: Ask Partner Mgr

¹CPQ/SOM SKUs includes Product Configurator, which includes up to 500 (FF) /100(UU) Product Configurator records created per Fulfiller User in the prior 365 days. A Product Configurator record is defined as an entry in the configurator record table. Product Configuration records created by licensed Fulfillers are not included in the count. Additional Product Configurator records are available with an incremental subscription fee.

²Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Fulfiller User per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s).

CPQ/SOM Add-Ons Pricing and Packaging

No changes for Zurich Q4

Additional Product Configuration Pack

100k Pack

\$5k/Pack/Month

Ask Partner Mgr

Additional Product Configuration Pack

1M Pack

\$25k/Pack/Month

Ask Partner Mgr

Additional Product Configuration Pack

10M Pack

\$125k/Pack/Month

Ask Partner Mgr

Virtual Agent

Virtual Agent CSM Conversation
Transaction Pack (1Pack = 4000
VA Conversation
Transactions/Month)

\$25k/Pack/Year

PROD09274

Partner User

Partner User – App User

\$35/User/Month

Ask Partner Mgr

CPQ/SOM with CM Pro

No changes for Zurich Q4

¹CPQ/SOM SKUs includes Product Configurator, which includes up to 500 (FF) /100(UU) Product Configurator records created per Fulfiller User in the prior 365 days. A Product Configurator record is defined as an entry in the configurator record table. Product Configuration records created by licensed Fulfillers are not included in the count. Additional Product Configurator records are available with an incremental subscription fee.

²Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Fulfiller User per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s).

	CPQ with CM Pro v1	Sales and Order Management with CM Pro v2
Contract Management Pro	✓	✓
Customer & Case Core	✓	✓
Customer Lifecycle Applications	✓	✓
Customer Lifecycle Core	✓	✓
Custom Tables	50	50
CPQ Advanced	✓	✓
CPQ Core ¹	✓	✓
Lead Management Applications		✓
Lead Management Core	✓	✓
Opportunity Management Applications		✓
Opportunity Management Core	✓	✓
Order Management	✓	✓
Order Operations	✓	✓
Platform Analytics Advanced	✓	✓
Predictive Intelligence	✓	✓
Virtual Agent ²	(1K/FF/mo)	(1K/FF/mo)
Pricing	\$300/FF/mo \$46/UU/mo	\$400/FF/mo \$66/UU/mo
	FF: Ask Partner Mgr UU: Ask Partner Mgr	FF: Ask Partner Mgr UU: Ask Partner Mgr

CPQ/SOM with CM Pro Add-Ons Pricing and Packaging

No changes for Zurich Q4

Additional Product Configuration Pack

100k Pack

\$5k/Pack/Month

Ask Partner Mgr

Additional Product Configuration Pack

1M Pack

\$25k/Pack/Month

Ask Partner Mgr

Additional Product Configuration Pack

10M Pack

\$125k/Pack/Month

Ask Partner Mgr

Virtual Agent

Virtual Agent CSM Conversation Transaction Pack (1Pack = 4000 VA Conversation Transactions/Month)

\$25k/Pack/Year

PROD09274

Partner User

Partner User – App User

\$35/User/Month

Ask Partner Mgr

CPQ/SOM for Manufacturing (Mfg)

New for Zurich Q4

¹CPQ/SOM SKUs includes Product Configurator, which includes up to 500 (FF)/100 (UU) Product Configurator records created per Fulfiller User in the prior 365 days. A Product Configurator record is defined as an entry in the configurator record table. Product Configuration records created by licensed Fulfillers are not included in the count. Additional Product Configurator records are available with an incremental subscription fee.

²Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Fulfiller User per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s).

- ³**Channel Operations Core**
- Manufacturing Common
 - Manufacturing Dealer Common
 - Service Model Foundation

	CPQ for Mfg Pro v1	Sales and Order Management for Mfg Pro v1
Channel Operations Core ³	✓	✓
Customer & Case Core	✓	✓
Customer Lifecycle Applications	✓	✓
Customer Lifecycle Core	✓	✓
Custom Tables	50	50
CPQ Advanced	✓	✓
CPQ Core ¹	✓	✓
Lead Management Applications		✓
Lead Management Core	✓	✓
Opportunity Management Applications		✓
Opportunity Management Core	✓	✓
Order Management	✓	✓
Order Operations	✓	✓
Platform Analytics Advanced	✓	✓
Predictive Intelligence	✓	✓
Virtual Agent ²	(1K/FF/mo)	(1K/FF/mo)
Pricing	\$300/FF/mo \$60/UU/mo	\$400/FF/mo \$80/UU/mo
	FF: Ask Partner Mgr UU: Ask Partner Mgr	FF: Ask Partner Mgr UU: Ask Partner Mgr

CPQ/SOM for Mfg Add-Ons Pricing and Packaging

No changes for Zurich Q4

Additional Product Configuration Pack

100k Pack
\$5k/Pack/Month

Ask Partner Mgr

Additional Product Configuration Pack

1M Pack
\$25k/Pack/Month

Ask Partner Mgr

Additional Product Configuration Pack

10M Pack
\$125k/Pack/Month

Ask Partner Mgr

Virtual Agent

Virtual Agent CSM Conversation Transaction Pack (1Pack = 4000 VA Conversation Transactions/Month)
\$25k/Pack/Year

PROD09274

Partner User

Partner User – App User
\$35/User/Month

Ask Partner Mgr

Channel Operations

Channel Operations - Sites
\$400/Site/Month

Ask Partner Mgr

CPQ/SOM for Manufacturing (Mfg) with CM Pro

New for Zurich Q4

¹CPQ/SOM SKUs includes Product Configurator, which includes up to 500 (FF)/100(UU) Product Configurator records created per Fulfiller User in the prior 365 days. A Product Configurator record is defined as an entry in the configurator record table. Product Configuration records created by licensed Fulfillers are not included in the count. Additional Product Configurator records are available with an incremental subscription fee.

²Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Fulfiller User per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s).

- ³Channel Operations Core
- Manufacturing Common
 - Manufacturing Dealer Common
 - Service Model Foundation

	CPQ for Mfg Pro v1	Sales and Order Management for Mfg Pro v1
Channel Operations Core ³	✓	✓
Contract Management Pro	✓	✓
Customer & Case Core	✓	✓
Customer Lifecycle Applications	✓	✓
Customer Lifecycle Core	✓	✓
Custom Tables	50	50
CPQ Advanced	✓	✓
CPQ Core ¹	✓	✓
Lead Management Applications		✓
Lead Management Core	✓	✓
Opportunity Management Applications		✓
Opportunity Management Core	✓	✓
Order Management	✓	✓
Order Operations	✓	✓
Platform Analytics Advanced	✓	✓
Predictive Intelligence	✓	✓
Virtual Agent ²	(1K/FF/mo)	(1K/FF/mo)
Pricing	\$350/FF/mo \$66/UU/mo	\$450/FF/mo \$86/UU/mo
	FF: Ask Partner Mgr UU: Ask Partner Mgr	FF: Ask Partner Mgr UU: Ask Partner Mgr

CPQ/SOM for Mfg with CM Pro Add-Ons Pricing and Packaging

No changes for Zurich Q4

Additional Product Configuration Pack

100k Pack

\$5k/Pack/Month

Ask Partner Mgr

Additional Product Configuration Pack

1M Pack

\$25k/Pack/Month

Ask Partner Mgr

Additional Product Configuration Pack

10M Pack

\$125k/Pack/Month

Ask Partner Mgr

Virtual Agent

Virtual Agent CSM Conversation
Transaction Pack (1Pack = 4000
VA Conversation
Transactions/Month)

\$25k/Pack/Year

PROD09274

Partner User

Partner User – App User

\$35/User/Month

Ask Partner Mgr

Channel Operations

Channel Operations - Sites

\$400/Site/Month

Ask Partner Mgr

CPQ/SOM for Technology Provider

¹CPQ/SOM SKUs includes Product Configurator, which includes up to 500(FF)/100(UU) Product Configurator records created per Fulfiller User in the prior 365 days. A Product Configurator record is defined as an entry in the configurator record table. Product Configuration records created by licensed Fulfillers are not included in the count. Additional Product Configurator records are available with an incremental subscription fee.

²Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Fulfiller User per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s).

³Order Management for TMT

- Order Management for Telecom, Media and Tech
- Telecommunications Open API

	CPQ for Technology Provider Standard v1	CPQ for Technology Provider Professional v1	SOM for Technology Provider Professional v2
Customer & Case Core	✓	✓	✓
Customer Lifecycle Applications		✓	✓
Customer Lifecycle Core		✓	✓
Custom Tables	25	50	50
CPQ Advanced		✓	✓
CPQ Core ¹	✓	✓	✓
Lead Management Applications			✓
Lead Management Core		✓	✓
Opportunity Management Applications			✓
Opportunity Management Core		✓	✓
Order Management	✓	✓	✓
Order Management for TMT ³	✓	✓	✓
Order Operations	✓	✓	✓
Platform Analytics Advanced		✓	✓
Predictive Intelligence		✓	✓
Virtual Agent ²		(1K/FF/mo)	(1K/FF/mo)
Pricing	\$200/FF/mo \$40/UU/mo	\$300/FF/mo \$60/UU/mo	\$400/FF/mo \$80/UU/mo
	FF: Ask Partner Mgr UU: Ask Partner Mgr	FF: Ask Partner Mgr UU: Ask Partner Mgr	FF: Ask Partner Mgr UU: Ask Partner Mgr

Additional Product Configuration Pack

100k Pack

\$5k/Pack/Month

Ask Partner Mgr

Additional Product Configuration Pack

1M Pack

\$25k/Pack/Month

Ask Partner Mgr

Additional Product Configuration Pack

10M Pack

\$125k/Pack/Month

Ask Partner Mgr

Virtual Agent

Virtual Agent CSM Conversation
Transaction Pack (1Pack = 4000
VA Conversation
Transactions/Month)

\$25k/Pack/Year

PROD09274

Partner User

Partner User – App User

\$35/User/Month

Ask Partner Mgr

CPQ/SOM for Technology Provider with CM Pro

No changes for Zurich Q4

¹CPQ/SOM SKUs includes Product Configurator, which includes up to 500 (FF) /100(UU) Product Configurator records created per Fulfiller User in the prior 365 days. A Product Configurator record is defined as an entry in the configurator record table. Product Configuration records created by licensed Fulfillers are not included in the count. Additional Product Configurator records are available with an incremental subscription fee.

²Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Fulfiller User per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s).

³Order Management for TMT

- Order Management for Telcom, Media and Tech
- Telecommunications Open API

	CPQ for Technology Provider with CM Pro v1	SOM for Technology Provider with CM Pro v2
Contract Management Pro	✓	✓
Customer & Case Core	✓	✓
Customer Lifecycle Applications	✓	✓
Customer Lifecycle Core	✓	✓
Custom Tables	50	50
CPQ Advanced	✓	✓
CPQ Core ¹	✓	✓
Lead Management Applications		✓
Lead Management Core	✓	✓
Opportunity Management Applications		✓
Opportunity Management Core	✓	✓
Order Management	✓	✓
Order Management for TMT ³	✓	✓
Order Operations	✓	✓
Platform Analytics Advanced	✓	✓
Predictive Intelligence	✓	✓
Virtual Agent ²	(1K/FF/mo)	(1K/FF/mo)
Pricing	\$350/FF/mo \$66/UU/mo	\$450/FF/mo \$86/UU/mo
	FF: Ask Partner Mgr UU: Ask Partner Mgr	FF: Ask Partner Mgr UU: Ask Partner Mgr

Additional Product Configuration Pack

100k Pack
\$5k/Pack/Month
Ask Partner Mgr

Additional Product Configuration Pack

1M Pack
\$25k/Pack/Month
Ask Partner Mgr

Additional Product Configuration Pack

10M Pack
\$125k/Pack/Month
Ask Partner Mgr

Virtual Agent

Virtual Agent CSM Conversation Transaction Pack (1Pack = 4000 VA Conversation Transactions/Month)
\$25k/Pack/Year
PROD09274

Partner User

Partner User – App User
\$35/User/Month
Ask Partner Mgr

CPQ/SOM for Telecommunications

New for Zurich Q4

¹All OMT/CPQ/SOM SKUs includes Product Configurator, which includes up to 500(FF)/100(UU) Product Configurator records created per Fulfiller User in the prior 365 days. A Product Configurator record is defined as an entry in the configurator record table. Product Configuration records created by licensed Fulfillers are not included in the count. Additional Product Configurator records are available with an incremental subscription fee.

²Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Fulfiller User per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s).

- ³**Order Management for TMT**
- Order Management for Telcom, Media and Tech
 - Telecommunications Open API

	Order Management for Telecommunications Standard v2	Order Management for Telecommunications + Private Cloud Orchestration Standard v1	CPQ for Telecommunications Professional v1	Sales and Order Management for Telecommunications Professional v2
Customer & Case Core	✓	✓	✓	✓
Customer Lifecycle Applications			✓	✓
Customer Lifecycle Core			✓	✓
Custom Tables	25	25	50	50
CPQ Advanced			✓	✓
CPQ Core ¹	✓	✓	✓	✓
Lead Management Applications				✓
Lead Management Core			✓	✓
Opportunity Management Applications				✓
Opportunity Management Core			✓	✓
Order Management	✓	✓	✓	✓
Order Management for TMT ³	✓	✓	✓	✓
Order Operations	✓	✓	✓	✓
Platform Analytics Advanced			(1K/FF/mo)	(1K/FF/mo)
Predictive Intelligence			✓	✓
Private Cloud Orchestration	✓			
Virtual Agent			✓ (1K/FF/mo)	✓ (1K/FF/mo)
Pricing	\$200/FF/mo \$40/UU/mo	\$600/FF/mo	\$300/FF/mo \$60/UU/mo	\$400/FF/mo \$80/UU/mo
	FF: Ask Partner Mgr UU: Ask Partner Mgr	FF: Ask Partner Mgr	FF: Ask Partner Mgr UU: Ask Partner Mgr	FF: Ask Partner Mgr UU: Ask Partner Mgr

Additional Product Configuration Pack

100k Pack

\$5k/Pack/Month

Ask Partner Mgr

Additional Product Configuration Pack

1M Pack

\$25k/Pack/Month

Ask Partner Mgr

Additional Product Configuration Pack

10M Pack

\$125k/Pack/Month

Ask Partner Mgr

Virtual Agent

Virtual Agent CSM Conversation
Transaction Pack (1Pack = 4000
VA Conversation
Transactions/Month)

\$25k/Pack/Year

PROD09274

Partner User

Partner User – App User

\$35/User/Month

Ask Partner Mgr

CPQ/SOM for Telecommunications with CM Pro

No changes for Zurich Q4

¹CPQ/SOM SKUs includes Product Configurator, which includes up to 500 (FF) /100(UU) Product Configurator records created per Fulfiller User in the prior 365 days. A Product Configurator record is defined as an entry in the configurator record table. Product Configuration records created by licensed Fulfillers are not included in the count. Additional Product Configurator records are available with an incremental subscription fee.

²Virtual Agent includes 1000 Virtual Agent Conversation Transactions per Fulfiller User per month (unused Virtual Agent Conversation Transactions expire monthly). A Virtual Agent Conversation Transaction is defined as any structured conversation between a chatbot and user on a pre-built or custom topic. Additional monthly Virtual Agent Transactions require the purchase of Virtual Agent Transaction Pack(s).

³**Order Management for TMT**

- Order Management for Telcom, Media and Tech
- Telecommunications Open API

	CPQ for Telecommunications with CM Pro v1	SOM for Telecommunications with CM Pro v2
Contract Management Pro	✓	✓
Customer & Case Core	✓	✓
Customer Lifecycle Applications	✓	✓
Customer Lifecycle Core	✓	✓
Custom Tables	50	50
CPQ Advanced	✓	✓
CPQ Core ¹	✓	✓
Lead Management Applications		✓
Lead Management Core	✓	✓
Opportunity Management Applications		✓
Opportunity Management Core	✓	✓
Order Management	✓	✓
Order Management for TMT ³	✓	✓
Order Operations	✓	✓
Platform Analytics Advanced	✓	✓
Predictive Intelligence	✓	✓
Virtual Agent ²	(1K/FF/mo)	(1K/FF/mo)
Pricing	\$350/FF/mo \$66/UU/mo	\$450/FF/mo \$86/UU/mo
	FF: Ask Partner Mgr UU: Ask Partner Mgr	FF: Ask Partner Mgr UU: Ask Partner Mgr

Additional Product Configuration Pack

100k Pack

\$5k/Pack/Month

Ask Partner Mgr

Additional Product Configuration Pack

1M Pack

\$25k/Pack/Month

Ask Partner Mgr

Additional Product Configuration Pack

10M Pack

\$125k/Pack/Month

Ask Partner Mgr

Virtual Agent

Virtual Agent CSM Conversation
Transaction Pack (1Pack = 4000
VA Conversation
Transactions/Month)

\$25k/Pack/Year

PROD09274

Partner User

Partner User – App User

\$35/User/Month

Ask Partner Mgr

Data Center & Network Asset Management (DCNAM)

	DCNAM – Professional
Enterprise Asset Management for DCNAM	✓
Hardware Asset Management for TNI	✓
Network Inventory Advanced	✓
Network Inventory Core	✓
Platform Analytics Advanced	✓
Predictive Intelligence	✓
	\$24 / Subscription Unit
	Ask Partner Mgr

	Subscription Units (SU) Generic unit of measure	
from TNI	3 Servers	= 1 SU
from TNI	15 Devices	= 1 SU
from TNI	15 Sites	= 1 SU
from TNI	15 Managed Functions	= 1 SU
from EAM	50 Consumables	= 1 SU
from EAM	10 Simple Assets	= 1 SU
from EAM	2 Parent Assets	= 1 SU
from EAM	2 Linear Assets	= 1 SU
from EAM	4 Linear Asset Segments	= 1 SU

Indoor Mapping Service
\$100/Floor

PROD22878

Field Service Management (FSM)

Contractor user entitlement enables:

- Contractor Onboarding/Offboarding
- Notifications
- View and debrief work
- Work assignment
- Inventory Management
- Questionnaires
- Contractor Mobile

^A Custom Tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables

*The ServiceNow subscription includes Spokes that can be downloaded with the entitlement. Transactions from included Spokes count as Integration Hub Transactions and require an Automation Engine license, unless explicitly excluded in the [BU Spokes List](#)

**Performance Analytics is included in Platform Analytics Advanced

****Transaction prices will be displayed per month on the Order Form instead of annually.

	EAM Field Service Technician	FSM Standard v2*	FSM Professional v2*	FSM Enterprise*
Field Service Management Basic	✓	✓	✓	✓
Asset Management for FSM		✓	✓	✓
Contractor Management		✓	✓	✓
Cost Management for FSM		✓	✓	✓
Custom Tables (FF/UU) ^A		25/100	50/100	50/100
Field Service Management		✓	✓	✓
Planned Maintenance for FSM		✓	✓	✓
Universal Request		Universal Request	Universal Request Pro	Universal Request Pro
Advanced Dispatching			✓	✓
Continual Improvement Management			✓	✓
Mobile Publishing			✓	✓
Planned Work Management			✓	✓
Platform Analytics Advanced ^{**}			✓	✓
Predictive Intelligence			✓	✓
Virtual Agent			✓	✓
Schedule Optimization				✓
Process Mining				✓
Workforce Optimization				✓
* Integration Hub Spokes included	\$35/Fulfiller	\$100/Fulfiller \$25/Unrestricted \$6/Tx/Yr****	\$175/Fulfiller \$40/Unrestricted \$8/Tx/Yr****	\$275/Fulfiller \$60/Unrestricted \$12/Tx/Yr****
	PROD19381	PROD19371 Ask Partner Mgr/UU Ask Partner Mgr/Tx	PROD19372 Ask Partner Mgr/UU Ask Partner Mgr/Tx	PROD19373 Ask Partner Mgr/UU Ask Partner Mgr/Tx

FSM Add-Ons Pricing and Packaging

Contractor Marketplace

Contractor Marketplace

\$35 /Contractor User
\$0.67/Transaction
30% of Core FSM ACV/App*

PROD22114
Ask Partner Mgr/Tx
Ask Partner Mgr/App

* Application SKU only available for FSM Transaction customers

Process Mining

Process Mining and Task Mining for Platform (250k records / 40 Application Users)

\$125,000 annually

PROD23563

Schedule Optimization

Schedule Optimization Add-on

30% of Core FSM Pro ACV

PROD19382/FF/App
Ask Partner Mgr/UU/App

Indoor Mapping Service

Indoor Mapping Service

\$100/Floor/month

PROD22878/Floor

Workforce Optimization

Workforce Optimization for FSM

30% of Core FSM Pro ACV

PROD19377/FF/App
Ask Partner Mgr/UU/App

Workforce Optimization for FSM – Application User

\$75/Application User

Ask Partner Mgr

Virtual Agent

Virtual Agent FSM Conversation Transaction Pack (1Pack = 4000 VA Conversation Transactions/Month)

\$25k/Pack/Year

PROD20274

Conversation Transactions not shared across product lines.

Field Service Management for Telecom (FSMT)

Contractor user entitlement enables:

- Contractor Onboarding/Offboarding
- Notifications
- View and debrief work
- Work assignment
- Inventory Management
- Questionnaires
- Contractor Mobile

^A Custom Tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables

*The ServiceNow subscription includes Spokes that can be downloaded with the entitlement. Transactions from included Spokes count as Integration Hub Transactions and require an Automation Engine license, unless explicitly excluded in the [BU Spokes List](#)

**Performance Analytics is included in Platform Analytics Advanced

****Transaction prices will be displayed per month on the Order Form instead of annually.

	FSMT Standard*	FSMT Professional*	FSMT Enterprise*
Asset Management for FSM	✓	✓	✓
Contractor Management	✓	✓	✓
Cost Management for FSM	✓	✓	✓
Custom Tables (FF/UU) ^A	25/100	50/100	50/100
Field Service Management Basic	✓	✓	✓
Field Service Management Basic	✓	✓	✓
Field Service Management for Telecommunications	✓	✓	✓
Planned Maintenance for FSM	✓	✓	✓
Universal Request	Universal Request	Universal Request Pro	Universal Request Pro
Advanced Dispatching		✓	✓
Continual Improvement Management		✓	✓
Mobile Publishing		✓	✓
Planned Work Management		✓	✓
Platform Analytics Advanced**		✓	✓
Predictive Intelligence		✓	✓
Virtual Agent		✓	✓
Schedule Optimization			✓
Process Mining			✓
Workforce Optimization			✓
* Integration Hub Spokes included	\$100/Fulfiller \$25/Unrestricted \$6/Tx/Yr**** PROD24477 Ask Partner Mgr/UU Ask Partner Mgr/Tx	\$175/Fulfiller \$40/Unrestricted \$8/Tx/Yr**** PROD24480 Ask Partner Mgr/UU Ask Partner Mgr/Tx	\$275/Fulfiller \$60/Unrestricted \$12/Tx/Yr**** PROD24483 Ask Partner Mgr/UU Ask Partner Mgr/Tx

FSMT Add-Ons Pricing and Packaging

Contractor Marketplace

Contractor Marketplace

\$35 /Contractor User
\$0.67/Transaction
30% of Core FSMT ACV/App

PROD22114
Ask Partner Mgr/Tx
Ask Sakes Ops/App

* Application SKU only available for FSMT Transaction customers

Process Mining

Process Mining and Task Mining for Platform (250k records / 40 Application Users)

\$125,000 annually

PROD23563

Schedule Optimization

Schedule Optimization Add-on

30% of Core FSMT Pro ACV

PROD24712

Indoor Mapping Service

Indoor Mapping Service

\$100/Floor/month

PROD22878/Floor

Workforce Optimization

Workforce Optimization for FSMT

30% of Core FSMT Pro ACV

PROD24703

Workforce Optimization for FSMT – Application User

\$75/Application User

Ask Partner Mgr

Virtual Agent

Virtual Agent FSM Conversation Transaction Pack (1Pack = 4000 VA Conversation Transactions/Month)

\$25k/Pack/Year

PROD20274

Conversation Transactions not shared across
product lines.

Process Mining for Platform

Process Mining and Task Mining for Platform (250k records / 40 Application Users)

\$125,000 annually

PROD23563

Financial Services Operations (FSO)

^A Includes the following:

- Customer & Contract Management
- Product and Services Install Base
- Omnichannel Engagement
- Proactive Customer Communications
- Customer and Partner Portal
- Customer Communities and Knowledge Management
- Complex Case Workflows

^B Includes the following:

- Incident
- Problem
- Change
- Cost
- Asset
- Request

^C Financial Services Applications

- Card Operations
 - Payment Operations
 - Personal Loan Operations
 - Business Loan Operations
 - Credit Assessment
 - Document Management
 - Complaints Management
 - Treasury Operations
- Client Lifecycle
 - Business Lifecycle
 - Personal Deposit Operations
 - Business Deposit Operations
 - Personal Lines Servicing
 - Commercial Lines Servicing
 - Personal Lines Underwriting
 - Commercial Lines Underwriting

^D Financial Services Operations Core

- Industry Data Model

^E Financial Services Integrations

- Socure

^F Custom Tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables.

^I Performance Analytics is included in Platform Analytics Advanced

*The ServiceNow subscription includes Spokes that can be downloaded with the entitlement. Transactions from included Spokes count as Integration Hub Transactions and require an Automation Engine license, unless explicitly excluded in the [BU Spokes List](#)

***Digital Product Release has replaced Release Management, which has been deprecated as of Xanadu GA

****Transaction prices will be displayed per month on the Order Form instead of annually.

	No changes for Zurich Q4		
	FSO Standard v3 *	FSO Professional v5*	FSO Enterprise v6*
Communities	✓	✓	✓
Customer Service Management ^A	✓	✓	✓
Custom Tables (FF/UU) ^F	25/100	50/100	50/100
Digital Portfolio Management	✓	✓	✓
Engagement Messenger	✓	✓	✓
Financial Common Applications		✓	✓
Financial Services Applications ^C		✓	✓
Financial Services Integrations ^E		✓	✓
Financial Services Operations Core ^D	✓	✓	✓
IT Service Management ^B	✓	✓	✓
Portal Visits (FF/UU)	1000/200	2000/400	4000/800
Universal Request	Universal Request	Universal Request Pro	Universal Request Pro
Walk-Up Experience	✓	✓	✓
Continual Improvement Management		✓	✓
DevOps Change Velocity		✓	✓
Digital Product Release		✓	✓
Mobile Publishing		✓	✓
Outsourced Customer Service		✓	✓
Platform Analytics Advanced ^I		✓	✓
Predictive Intelligence		✓	✓
Proactive Customer Service Operations		✓	✓
Virtual Agent (FF/UU)		1000/Unlimited	1000/Unlimited
Process Mining			✓
Workforce Optimization			✓

*** Integration Hub Spokes included**

**\$200/Fulfiller
\$40/Unrestricted
\$4/Tx/Yr******

**PROD19297
Ask Partner Mgr/UU
Ask Partner Mgr/Tx**

**\$300/Fulfiller
\$60/Unrestricted
\$5.50/Tx/Yr******

**PROD26815
Ask Partner Mgr/UU
Ask Partner Mgr/Tx**

**\$400/Fulfiller
\$80/Unrestricted
\$7.50/Tx/Yr******

**PROD26803
Ask Partner Mgr/UU
Ask Partner Mgr/Tx**

FSO Add-Ons Pricing and Packaging

No changes for Zurich Q4

Business Stakeholder

Business Stakeholder v4

\$35/User/Month

PROD17800

Service Bridge

Service Bridge for Financial Services Operations

20% of core FSO ACV

PROD24555

Process Mining for Platform

Process Mining and Task Mining for Platform (250k records / 40 Application Users)

\$125,000 annually

PROD23563

Workforce Optimization

Workforce Optimization for FSO

30% of core FSO ACV

PROD18736/Fulfiller/App
Ask Partner Mgr/UU/App

Workforce Optimization for FSO – Application User

\$75/Application User

Ask Partner Mgr

Virtual Agent

Virtual Agent CSM Conversation Transaction Pack (1Pack = 4000 VA Conversation Transactions/Month)

\$25k/Pack/Year

PROD09274

Portal Visits

CSM (1000 Additional Portal Visits)

\$60/1000 Portal Visits/Month

PROD10246

Financial Services Operations Built with Visa (FSO)

^A Includes the following:

- Customer & Contract Management
- Product and Services Install Base
- Omnichannel Engagement
- Proactive Customer Communications
- Customer and Partner Portal
- Customer Communities and Knowledge Management
- Complex Case Workflows

^B Includes the following:

- Incident
- Problem
- Change
- Release
- Cost
- Asset
- Request

^C Financial Services Applications

- Card Operations
 - Payment Operations
 - Personal Loan Operations
 - Business Loan Operations
 - Credit Assessment
 - Document Management
 - Complaints Management
 - Treasury Operations
- Client Lifecycle
 - Business Lifecycle
 - Personal Deposit Operations
 - Business Deposit Operations
 - Personal Lines Servicing
 - Commercial Lines Servicing
 - Personal Lines Underwriting
 - Commercial Lines Underwriting

^D Financial Services Operations Core

- Industry Data Model

^E Financial Services Integrations

- Socure

^F Custom Tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables

^I Performance Analytics is included in Platform Analytics Advanced

*The ServiceNow subscription includes Spokes that can be downloaded with the entitlement. Transactions from included Spokes count as Integration Hub Transactions and require an Automation Engine license, unless explicitly excluded in the [BU Spokes List](#).

***Digital Product Release has replaced Release Management, which has been deprecated as of Xanadu GA

****Transaction prices will be displayed per month on the Order Form instead of annually.

***** Visa, Verifi, Mastercard, and Ethoca spokes are exempt from IHub transactions

	No changes for Zurich Q4	
	FSO Built with Visa Professional v2	FSO Built with Visa Enterprise v2
Communities	✓	✓
Customer Service Management ^A	✓	✓
Custom Tables (FF) ^F	50	50
Digital Portfolio Management	✓	✓
Dispute Management	✓	✓
Engagement Messenger	✓	✓
Financial Common Applications	✓	✓
Financial Services Integrations ⁴	✓	✓
Financial Services Operations Core ^E	✓	✓
IT Service Management ^B	✓	✓
Portal Visits (FF)	2000	4000
Universal Request	Universal Request Pro	Universal Request Pro
Walk-Up Experience	✓	✓
Continual Improvement Management	✓	✓
DevOps Change Velocity	✓	✓
Digital Product Release***	✓	✓
Mobile Publishing	✓	✓
Outsourced Customer Service	✓	✓
Platform Analytics Advanced ¹	✓	✓
Predictive Intelligence	✓	✓
Proactive Customer Service Operations	✓	✓
Visa Integrations*****	✓	✓
Virtual Agent (FF)	1000	1000
Process Mining		✓
Workforce Optimization		✓
* Integration Hub Spokes included	\$350/Fulfiller	\$450/Fulfiller

Ask Partner Mgr/FF

Ask Partner Mgr/FF

FSO Built with Visa Add-Ons Pricing and Packaging

No changes for Zurich Q4

Business Stakeholder

Business Stakeholder v4

\$35/User/Month

PROD17800

Virtual Agent

Virtual Agent CSM Conversation Transaction Pack (1Pack = 4000 VA Conversation Transactions/Month)

\$25k/Pack/Year

PROD09274

Service Bridge

Service Bridge for Financial Services Operations

20% of core FSO ACV*

PROD24555

Workforce Optimization

Workforce Optimization for FSO

30% of core FSO ACV

PROD18736/Fulfiller/App
Ask Partner Mgr/UU/App

Workforce Optimization for FSO – Application User

\$75/Application User

Ask Partner Mgr

Process Mining for Platform

Process Mining and Task Mining for Platform (250k records / 40 Application Users)

\$125,000 annually

PROD23563

Portal Visits

CSM (1000 Additional Portal Visits)

\$60/1000 Portal Visits/Month

PROD10246

Dispute Transactions

Disputes Transaction Pack – 10k

\$75k/Pack/Year

Ask Partner Mgr

Disputes Transaction Pack – 100k

\$550k/Pack/Year

Ask Partner Mgr

*No incremental discounting allowed on the Service Bridge add-on



FSO Built with Visa Add-Ons Pricing and Packaging

No changes for Zurich Q4

Card Data Security Basic

Card Data Security Basic

20% of FSO with Visa Pro/Ent

Ask Partner Mgr

Card Data Security Advanced

Card Data Security Advanced

30% of FSO with Visa Pro/Ent

Ask Partner Mgr

*No incremental discounting allowed on the Service Bridge add-on



Healthcare & Life Sciences Service Management (HCLS-SM)

No changes for Zurich Q4

^A Includes the following:

- Customer & Contract Management
- Product and Services Install Base
- Omnichannel Engagement
- Proactive Customer Communications
- Customer and Partner Portal
- Customer Communities and Knowledge Management
- Complex Case Workflows

^B Includes the following:

- Incident
- Problem
- Change
- Release
- Cost
- Asset
- Request

^C HCLS Service Mgmt. Core

- EMR Help
- HCLS Data Model
- Patient 360
- Consent management
- Digital documentation
- Patient Portal

^D HCLS Application Healthcare Operations Core

- VAM

^E Care Team Operations

- Healthcare Operations Core
- Care Team Operations for Healthcare IT
- Care Team Operations for Biomed
- Care Team Portal

^E Custom Tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables

*The ServiceNow subscription includes Spokes that can be downloaded with the entitlement. Transactions from included Spokes count as Integration Hub Transactions and require an Automation Engine license, unless explicitly excluded in the [BU Spokes List](#)

**Performance Analytics is included in Platform Analytics Advanced

***Digital Product Release has replaced Release Management, which has been deprecated as of Xanadu GA

****Transaction prices will be displayed per month on the Order Form instead of annually.

	HCLS-SM Standard v2*	HCLS-SM Professional v3*	HCLS-SM Enterprise v3 *
Communities	✓	✓	✓
Customer Service Management ^A	✓	✓	✓
Custom Tables (FF/UU) ^E	25/100	50/100	50/100
Digital Portfolio Management	✓	✓	✓
Engagement Messenger	✓	✓	✓
HCLS Core ^C	✓	✓	✓
IT Service Management ^B	✓	✓	✓
Portal Visits (FF/UU)	1000/200	2000/400	4000/800
Universal Request	✓	Universal Request Pro	Universal Request Pro
Walk-Up Experience	✓	✓	✓
Care Team Operations ^E		✓	✓
Continual Improvement Management		✓	✓
DevOps Change Velocity ¹		✓	✓
Digital Product Release***		✓	✓
HCLS Applications ^D		✓	✓
Mobile Publishing		✓	✓
Outsourced Customer Service		✓	✓
Platform Analytics Advanced**		✓	✓
Proactive Customer Service Operations		✓	✓
Predictive Intelligence		✓	✓
Virtual Agent		✓	✓
Process Mining			✓
Workforce Optimization			✓

* Integration Hub Spokes included

\$200/Fulfiller
\$40/Unrestricted
\$4/Tx/Yr****

PROD19318
ASK Sales Ops/UU
Ask Partner Mgr/Tx

\$300/Fulfiller
\$60/Unrestricted
\$5.50/Tx/Yr****

PROD19319
ASK Sales Ops/UU
Ask Partner Mgr/Tx

\$400/Fulfiller
\$80/Unrestricted
\$7.50/Tx/Yr****

PROD19320
ASK Sales Ops/UU
Ask Partner Mgr/Tx

HCLS-SM Add-Ons Pricing and Packaging

New for Zurich Q4

Business Stakeholder

Business Stakeholder v4

\$35/User/Month

PROD17800

Process Mining

Process Mining and Task Mining for
Platform (250k records / 40 Application
Users)

\$125,000 annually

PROD23563

Healthcare Operations

Healthcare Operations

\$15/App/Month
\$10/UU/Month

Ask Partner Mgr/App
Ask Partner Mgr/UU

Workforce Optimization

Workforce Optimization for HCLS-SM

30% of core HCLS-SM ACV

PROD18743/Fulfiller/App
Ask Partner Mgr/UU/App

Workforce Optimization for HCLS-SM – Application User

\$75/Application User

Ask Partner Mgr

Virtual Agent

Virtual Agent CSM Conversation
Transaction Pack (1Pack = 4000 VA
Conversation Transactions/Month)

\$25k/Pack/Year

PROD09274

Portal Visits

CSM (1000 Additional Portal Visits)

\$60/1000 Portal Visits/Month

PROD10246

Manufacturing Commercial Operations (MCO)

No changes for Zurich Q4

^A Includes the following:

- Customer & Contract Management
- Product and Services Install Base
- Omnichannel Engagement
- Proactive Customer Communications
- Customer and Partner Portal
- Customer Communities and Knowledge Management
- Complex Case Workflows

^B Includes the following:

- Incident
- Problem
- Change
- Release
- Cost
- Asset
- Request

^C Manufacturing Commercial Operations Applications

- Customer & Contract Management
- Product and Services Install Base
- Omnichannel Engagement
- Proactive Customer Communications
- Customer and Partner Portal
- Customer Communities and Knowledge Management
- Complex Case Workflows
- High-value bundled spokes

^D Manufacturing Commercial Operations Core

- Service Model Foundations
- Select iHub Spokes
- Service Bridge

^E Custom Tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables

^{*}The ServiceNow subscription includes Spokes that can be downloaded with the entitlement. Transactions from included Spokes count as Integration Hub Transactions and require an Automation Engine license, unless explicitly excluded in the [BU Spokes List](#)

^{**}Performance Analytics is included in Platform Analytics Advanced

^{***}Digital Product Release has replaced Release Management, which has been deprecated as of Xanadu GA

^{****}Transaction prices will be displayed per month on the Order Form instead of annually.



	MCO Standard v2*	MCO Professional v2*	MCO Enterprise v2*
Communities	✓	✓	✓
Customer Service Management ^A	✓	✓	✓
Custom Tables (FF/UU) ^E	25/100	50/100	50/100
Digital Portfolio Management	✓	✓	✓
Engagement Messenger	✓	✓	✓
Manufacturing Commercial Operations Core ^D	✓	✓	✓
IT Service Management ^B	✓	✓	✓
Portal Visits (FF/UU)	1000/200	2000/400	4000/800
Universal Request	Universal Request	Universal Request Pro	Universal Request Pro
Walk-Up Experience	✓	✓	✓
Continual Improvement Management		✓	✓
DevOps Change Velocity		✓	✓
Digital Product Release***		✓	✓
Manufacturing Commercial Operations Applications ^C		✓	✓
Mobile Publishing		✓	✓
Outsourced Customer Service		✓	✓
Platform Analytics Advanced**		✓	✓
Predictive Intelligence		✓	✓
Proactive Customer Service Operations		✓	✓
Virtual Agent (FF/UU)		1000/Unlimited	1000/Unlimited
Process Mining			✓
Workforce Optimization			✓
* Integration Hub Spokes included	\$200/Fulfiller \$40/Unrestricted \$4/Tx/Yr****	\$300/Fulfiller \$60/Unrestricted \$5.50/Tx/Yr****	\$400/Fulfiller \$80/Unrestricted \$7.50/Tx/Yr****
	PROD26126 Ask Partner Mgr/UU Ask Partner Mgr/Tx	PROD26135 Ask Partner Mgr/UU Ask Partner Mgr/Tx	PROD26144 Ask Partner Mgr/UU Ask Partner Mgr/Tx

MCO Add-Ons Pricing and Packaging

No changes for Zurich Q4

Business Stakeholder

Business Stakeholder v4

\$35/User/Month

PROD17800

Workforce Optimization

Workforce Optimization for MCO

30% of core MCO ACV

PROD21493/Fulfiller/App
Ask Partner Mgr/UU/App

Virtual Agent

Virtual Agent CSM Conversation
Transaction Pack (1Pack = 4000
VA Conversation
Transactions/Month)

\$25k/Pack/Year

PROD09274

Process Mining for Platform

Process Mining and Task Mining for
Platform (250k records / 40
Application Users)

\$125,000 annually

PROD23563

Workforce Optimization for MCO – Application User

\$75/Application User

Ask Partner Mgr

Portal Visits

CSM (1000 Additional Portal
Visits)

\$60/1000 Portal Visits/Month

PROD10246

Channel Operations

Channel Operations - Sites

\$400/Site/Month

Ask Partner Mgr

Public Sector Digital Services (PSDS)

No changes for Zurich Q4

^A Includes the following:

- Customer & Contract Management
- Product and Services Install Base
- Omnichannel Engagement
- Proactive Customer Communications
- Customer and Partner Portal
- Customer Communities and Knowledge Management
- Complex Case Workflows

^B Includes the following:

- Incident
- Problem
- Change
- Release
- Cost
- Asset
- Request

^C Includes the following:

- Grants Management
- Social Benefits Playbook
- Service Request Playbook
- Information Request Playbook
- License & Permit Playbook

^D Custom Tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables

¹ DevOps and DevOps Insights are now available under DevOps Change Velocity

*The ServiceNow subscription includes Spokes that can be downloaded with the entitlement. Transactions from included Spokes count as Integration Hub Transactions and require an Automation Engine license, unless explicitly excluded in the [BU Spokes List](#)

**Performance Analytics is included in Platform Analytics Advanced

***Digital Product Release has replaced Release Management, which has been deprecated as of Xanadu GA

****Transaction prices will be displayed per month on the Order Form instead of annually.



	PSDS Standard v2 *	PSDS Professional v2 *	PSDS Enterprise v2 *
Communities	✓	✓	✓
Customer Service Management ^A	✓	✓	✓
Custom Tables (FF/UU) ^D	25/100	50/100	50/100
Digital Portfolio Management	✓	✓	✓
Engagement Messenger	✓	✓	✓
IT Service Management ^B	✓	✓	✓
Portal Visits (FF/UU)	1000/200	2000/400	4000/800
Public Sector Digital Services Core	✓	✓	✓
Universal Request	Universal Request	Universal Request Pro	Universal Request Pro
Walk-Up Experience	✓	✓	✓
Continual Improvement Management		✓	✓
DevOps Change Velocity 1		✓	✓
Digital Product Release***		✓	✓
Mobile Publishing		✓	✓
Outsourced Customer Service		✓	✓
Platform Analytics Advanced**		✓	✓
Predictive Intelligence		✓	✓
Public Sector Digital Services Applications ^C		✓	✓
Virtual Agent (FF/UU)		1000/Unlimited	1000/Unlimited
Process Mining			✓
Workforce Optimization			✓
* Integration Hub Spokes included	\$200/Fulfiller \$40/Unrestricted \$4/Tx/Yr****	\$300/Fulfiller \$60/Unrestricted \$5.50/Tx/Yr****	\$400/Fulfiller \$80/Unrestricted \$7.50/Tx/Yr****

PROD19288
ASK Sales Ops/UU
Ask Partner Mgr/Tx

PROD19290
ASK Sales Ops/UU
Ask Partner Mgr/Tx

PROD19292
ASK Sales Ops/UU
Ask Partner Mgr/Tx

PSDS Add-Ons Pricing and Packaging

New for Zurich Q4

Business Stakeholder

Business Stakeholder v4

\$35/User/Month

PROD17800

Process Mining

Process Mining and Task Mining for
Platform (250k records / 40
Application Users)

\$125,000 annually

PROD23563

Service Bridge

Service Bridge for Public Sector
Digital Services

20% of core PSDS ACV*

PROD26146

Workforce Optimization

Workforce Optimization for PSDS

30% of core PSDS ACV

PROD18725/Fulfiller/App
Ask Partner Mgr/UU/App

Workforce Optimization for PSDS – Application User

\$75/Application User

Ask Partner Mgr

Grant Merit Reviewer

Grants Merit Reviewer

\$35/User/Month

PROD28017

Virtual Agent

Virtual Agent CSM Conversation
Transaction Pack (1Pack = 4000
VA Conversation
Transactions/Month)

\$25k/Pack/Year

PROD09274

Portal Visits

CSM (1000 Additional Portal
Visits)

\$60/1000 Portal Visits/Month

PROD10246

*No incremental discounting allowed on the Service Bridge add-on

Retail Service Management (RSM)

No changes for Zurich Q4

^A Includes the following:

- Customer & Contract Management
- Product and Services Install Base
- Omnichannel Engagement
- Proactive Customer Communications
- Customer and Partner Portal
- Customer Communities and Knowledge Management
- Complex Case Workflows

^B Includes the following:

- Incident
- Problem
- Change
- Release
- Cost
- Asset
- Request

^C Custom Tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables.

*The ServiceNow subscription includes Spokes that can be downloaded with the entitlement. Transactions from included Spokes count as Integration Hub Transactions and require an Automation Engine license, unless explicitly excluded in the [BU Spokes List](#)

**Performance Analytics is included in Platform Analytics Advanced

***Digital Product Release has replaced Release Management, which has been deprecated as of Xanadu GA

****Transaction prices will be displayed per month on the Order Form instead of annually.

	RSM Standard v1*	RSM Professional v1*	RSM Enterprise v1*
Communities	✓	✓	✓
Customer Service Management ^A	✓	✓	✓
Custom Tables (FF/UU) ^C	25/100	50/100	50/100
Digital Portfolio Management	✓	✓	✓
Engagement Messenger	✓	✓	✓
IT Service Management ^B	✓	✓	✓
Portal Visits (FF/UU)	1000/200	2000/400	4000/800
Retail Core	✓	✓	✓
Universal Request	Universal Request	Universal Request Pro	Universal Request Pro
Walk-Up Experience	✓	✓	✓
Continual Improvement Management		✓	✓
DevOps Change Velocity		✓	✓
Digital Product Release***		✓	✓
Mobile Publishing		✓	✓
Outsourced Customer Service		✓	✓
Platform Analytics Advanced**		✓	✓
Predictive Intelligence		✓	✓
Proactive Customer Service Operations		✓	✓
Virtual Agent (FF/UU)		1000/Unlimited	1000/Unlimited
Process Mining			✓
Workforce Optimization			✓
* Integration Hub Spokes included	\$200/Fulfiller \$40/Unrestricted User \$4/Tx/Yr****	\$300/Fulfiller \$60/Unrestricted User \$5.50/Tx/Yr****	\$400/Fulfiller \$80/Unrestricted User \$7.50/Tx/Yr****
	PROD22834 Ask Partner Mgr/UU Ask Partner Mgr/Tx	PROD22835 Ask Partner Mgr/UU Ask Partner Mgr/Tx	PROD22836 Ask Partner Mgr/UU Ask Partner Mgr/Tx

RSM Add-Ons Pricing and Packaging

No changes for Zurich Q4

Business Stakeholder

Business Stakeholder v4

\$35/User/Month

PROD17800

Process Mining

Process Mining and Task Mining for
Platform (250k records / 40
Application Users)

\$125,000 annually

PROD23563

Retail Operations

Retail Operations

\$400/Site/Month

Ask Partner Mgr

Workforce Optimization

Workforce Optimization for RSM

30% of core RSM ACV

PROD22837

Virtual Agent

Virtual Agent CSM Conversation
Transaction Pack (1Pack = 4000
VA Conversation
Transactions/Month)

\$25k/Pack/Year

PROD09274

Portal Visits

CSM (1000 Additional Portal
Visits)

\$60/1000 Portal Visits/Month

PROD10246

Technology Provider Service Management (TPSM)

No changes for Zurich Q4

^A Includes the following:

- Customer & Contract Management
- Product and Services Install Base
- Omnichannel Engagement
- Proactive Customer Communications
- Customer and Partner Portal
- Customer Communities and Knowledge Management
- Complex Case Workflows

^C Telecommunications, Media and Technology Core

- Service Bridge for Providers Std
 - NOTE: Remote Process Sync (RPS) is included for native Service Bridge use and there is no transaction metering. Standalone usage of RPS requires separate Integration Hub licensing
- Proactive Service Experience Workflows
- Account 360 for Service Operations Workspace

^D Custom Tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables

¹ Performance Analytics is included in Platform Analytics Advanced

*The ServiceNow subscription includes Spokes that can be downloaded with the entitlement. Transactions from included Spokes count as Integration Hub Transactions and require an Automation Engine license unless explicitly excluded in the [BU Spokes List](#)

***Digital Product Release has replaced Release Management, which has been deprecated as of Xanadu GA

****Transaction prices will be displayed per month  instead of annually.

^B Includes the following:

- Incident
- Problem
- Change
- Release
- Cost
- Asset
- Request

^E Telecommunications, Media and Technology Applications

- Service Bridge for Providers Pro
 - Sales and Order Management Support
- Account Lifecycle Events
 - Onboarding
 - Customer Success Management
- Tech Product Support Case

1. TPSM Std includes 1000 portal visits/month per FF or 200 portal visits/month per UU; TPSM Professional includes 2000 portal visits/month per FF or 400 portal visits/month per UU; TPSM Enterprise includes 4000 portal visits/month per FF or 800 portal visits/month per UU. Additional Customer Portal Visits - \$60/mo per 1000 Portal Visits/mo (PROD10246)

2. Virtual Agent includes 1000 Conversation Transactions/month per FF. Conversation Transactions are not shared across product lines. Additional Conversations require Virtual Agent Additional Transactions Pack - \$2.8K/m per 4000 Conversations per month. (PROD09274)

**Case Table extensions are excluded from Custom Table count

	TPSM Standard v3 *	TPSM Professional v3 *	TPSM Enterprise v3 *
Communities	✓	✓	✓
Customer Service Management ^A	✓	✓	✓
Custom Tables (FF/UU) ^D	25/100	50/100	50/100
Digital Portfolio Management	✓	✓	✓
Engagement Messenger	✓	✓	✓
IT Service Management ^B	✓	✓	✓
Portal Visits (FF/UU)	1000/200	2000/400	4000/800
Telecommunications, Media and Technology Core ^C	✓	✓	✓
Universal Request	Universal Request	Universal Request Pro	Universal Request Pro
Walk-Up Experience	✓	✓	✓
Continual Improvement Management		✓	✓
DevOps Change Velocity		✓	✓
Digital Product Release***		✓	✓
Mobile Publishing		✓	✓
Outsourced Customer Service		✓	✓
Platform Analytics Advanced ¹		✓	✓
Predictive Intelligence		✓	✓
Proactive Customer Service Operations		✓	✓
Telecommunications, Media and Technology Applications ^E		✓	✓
Virtual Agent (FF/UU)		1000/Unlimited	1000/Unlimited
Process Mining			✓
Workforce Optimization			✓

* Integration Hub Spokes included

\$200/Fulfiller
\$40/Unrestricted
\$4/Tx/Yr****

PROD19325
Ask Partner Mgr/UU
Ask Partner Mgr/Tx

\$300/Fulfiller
\$60/Unrestricted
\$5.50/Tx/Yr****

PROD19326
Ask Partner Mgr/UU
Ask Partner Mgr/Tx

\$400/Fulfiller
\$80/Unrestricted
\$7.50/Tx/Yr****

PROD19327
Ask Partner Mgr/UU
Ask Partner Mgr/Tx

TPSM Add-Ons Pricing and Packaging

No changes for Zurich Q4

Workforce Optimization

Workforce Optimization for TPSM

30% of core TPSM ACV

PROD18768/Fulfiller/App
Ask Partner Mgr/UU/App

Workforce Optimization for TPSM – Application User

\$75/Application User

Ask Partner Mgr

Business Stakeholder

Business Stakeholder v4

\$35/User/Month

PROD17800

Virtual Agent

Virtual Agent CSM Conversation Transaction Pack (1Pack = 4000 VA Conversation Transactions/Month)

\$25k/Pack/Year

PROD09274

Process Mining for Platform

Process Mining and Task Mining for Platform (250k records / 40 Application Users)

\$125,000 annually

PROD23563

Portal Visits

CSM (1000 Additional Portal Visits)

\$60/1000 Portal Visits/Month

PROD10246

Telecommunications Service Management (TSM)

No changes for Zurich Q4

^A Includes the following:

- Customer & Contract Management
- Product and Services Install Base
- Omnichannel Engagement
- Proactive Customer Communications
- Customer and Partner Portal
- Customer Communities and Knowledge Management
- Complex Case Workflows

^C Telecommunications, Media and Technology Core

- Service Bridge for Providers Std
 - NOTE: Remote Process Sync (RPS) is included for native Service Bridge use and there is no transaction metering. Standalone usage of RPS requires separate Integration Hub licensing
- Proactive Service Experience Workflows
- Account 360 for Service Operations Workspace

^D Custom Tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables

¹ Performance Analytics is included in Platform Analytics Advanced

*The ServiceNow subscription includes Spokes that can be downloaded with the entitlement. Transactions from included Spokes count as Integration Hub Transactions and require an Automation Engine license unless explicitly excluded in the [BU Spokes List](#)

***Digital Product Release has replaced Release Management, which has been deprecated as of Xanadu GA

****Transaction prices will be displayed per month on the Order Form instead of annually



^B Includes the following:

- Incident
- Problem
- Change
- Release
- Cost
- Asset
- Request

^E Telecommunications, Media and Technology Applications

- Service Bridge for Providers Pro
 - Sales and Order Management Support
- Account Lifecycle Events
 - Onboarding
 - Customer Success Management
- Tech Product Support Case

1. TSM Std includes 1000 portal visits/month per FF or 200 portal visits/month per UU; TPSM Professional includes 2000 portal visits/month per FF or 400 portal visits/month per UU; TPSM Enterprise includes 4000 portal visits/month per FF or 800 portal visits/month per UU. Additional Customer Portal Visits - \$60/mo per 1000 Portal Visits/mo (PROD10246)

2. Virtual Agent includes 1000 Conversation Transactions/month per FF. Conversation Transactions are not shared across product lines. Additional Conversations require Virtual Agent Additional Transactions Pack - \$2.8K/m per 4000 Conversations per month. (PROD09274)

**Case Table extensions are excluded from Custom Table count

Communities
Customer Service Management ^A
Custom Tables (FF/UU) ^D
Digital Portfolio Management
Engagement Messenger
IT Service Management ^B
Portal Visits (FF/UU)
Telecommunications, Media and Technology Core ^C
Universal Request
Walk-Up Experience
Continual Improvement Management
DevOps Change Velocity
Digital Product Release***
Mobile Publishing
Outsourced Customer Service
Platform Analytics Advanced ¹
Predictive Intelligence
Proactive Customer Service Operations
Telecommunications, Media and Technology Applications ^E
Virtual Agent (FF/UU)
Process Mining
Workforce Optimization

* Integration Hub Spokes included

TSM Standard v3 *	TSM Professional v3 *	TSM Enterprise v3 *
✓	✓	✓
✓	✓	✓
25/100	50/100	50/100
✓	✓	✓
✓	✓	✓
✓	✓	✓
1000/200	2000/400	4000/800
✓	✓	✓
Universal Request	Universal Request Pro	Universal Request Pro
✓	✓	✓
	✓	✓
	✓	✓
	✓	✓
	✓	✓
	✓	✓
	✓	✓
	✓	✓
	1000/Unlimited	1000/Unlimited
		✓
		✓
\$200/Fulfiller \$40/Unrestricted \$4/Tx/Yr****	\$300/Fulfiller \$60/Unrestricted \$5.50/Tx/Yr***	\$400/Fulfiller \$80/Unrestricted \$7.50/Tx/Yr****

PROD19308
Ask Partner Mgr/UU
Ask Partner Mgr/Tx

PROD19309
Ask Partner Mgr/UU
Ask Partner Mgr/Tx

PROD19310
Ask Partner Mgr/UU
Ask Partner Mgr/Tx

TSM Add-Ons Pricing and Packaging

No changes for Zurich Q4

Workforce Optimization

Workforce Optimization for TSM

30% of core TSM ACV

PROD18596/Fulfiller/App
Ask Partner Mgr/UU/App

Workforce Optimization for TSM – Application User

\$75/Application User

Ask Partner Mgr

Process Mining for Platform

Process Mining and Task Mining for
Platform (250k records / 40
Application Users)

\$125,000 annually

PROD23563

Portal Visits

CSM (1000 Additional Portal
Visits)

\$60/1000 Portal Visits/Month

PROD10246

Business Stakeholder

Business Stakeholder v4

\$35/User/Month

PROD17800

Virtual Agent

Virtual Agent CSM Conversation
Transaction Pack (1Pack = 4000
VA Conversation
Transactions/Month)

\$25k/Pack/Year

PROD09274

Telecommunications Network Inventory (TNI)

No changes for Zurich Q4

	TNI – Professional
Hardware Asset Management for TNI	✓
Network Inventory Advanced	✓
Network Inventory Core	✓
Platform Analytics Advanced	✓
Predictive Intelligence	✓
	\$24 / Subscription Unit

PROD22246

TNI Subscription Unit Definition (SU per Resource Type)			
SU Ratio	Network Devices		1:15
	Servers		1:3
	Sites		1:15
	Managed Functions		1:15

Indoor Mapping Service
\$100/Floor

PROD22878

Telecommunications Service Operations Management

	TSOM – Standard v4	TSOM – Professional v4	TSOM – Enterprise v4
Custom Tables ²	5	5	5
ITOM Health	✓	✓	✓
Telecommunications Service Operations Management Applications & Data Models	✓	✓	✓
ITOM Visibility ¹		✓	✓
Telecom Visibility		✓	✓
Platform Analytics Advanced**		✓	✓
Predictive Intelligence		✓	✓
Health Log Analytics ³			✓
ITOM Cloud Accelerate			✓
Service Observability			✓
Synthetic Monitoring			✓
	\$14 / Subscription Unit	\$24 / Subscription Unit	\$42/ Subscription Unit
	PROD25521	PROD25190	PROD27811

Health Log Analytics 4
(add-on to TSOM Std v3 or Pro v3)

\$14 / Subscription Unit

PROD19364

TSOM Visibility – Subscription Unit

\$12 / Subscription Unit

PROD26715

¹ **Service Graph Connectors:** Entitlement to Certified Service Graph Connectors come with ITOM Visibility and/or **Telecom Visibility** and the Subscription Unit based ITOM Discovery and/or **TSOM**

² Custom Tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables.

⁴ **HLA Add-on** is only available for TSOM Standard or Professional customers.

**Performance Analytics is included in Platform Analytics Advanced

Now Assist (CRM and Industry Workflows) ^{2, 3}

	CSM Professional Plus*	CSM Enterprise Plus**	PSDS Professional Plus*	PSDS Enterprise Plus**
Assists (Annually) ^{1, 4}	10,000 / FF 1,800 / UU 15 / TX	10,000 / FF 1,800 / UU 15 / TX	13,300 / FF 2,700 / UU 20 / Tx	13,300 / FF 2,700 / UU 20 / Tx
Now Assist	Now Assist for CSM Now Assist for ITSM Now Assist for CMDB	Now Assist for CSM Now Assist for ITSM Now Assist for CMDB	Now Assist for CSM Now Assist for ITSM Now Assist for PSDS Now Assist for CMDB	Now Assist for CSM Now Assist for ITSM Now Assist for PSDS Now Assist for CMDB
	\$135/FF \$24/UU \$2.40/Tx/Yr****	\$135/FF \$24/UU \$2.40/Tx/Yr****	\$180/FF \$36/UU \$3.36/Tx/Yr****	\$180/FF \$36/UU \$3.36/Tx/Yr****
Commercial SKUs	PROD21202 PROD21203 Ask Partner Mgr/Tx	PROD21204 PROD21205 Ask Partner Mgr/Tx	PROD21238 PROD21239 Ask Partner Mgr/Tx	PROD21240 PROD21241 Ask Partner Mgr/Tx
Restricted Env (incl. GCC) SKUs	PROD23054 PROD23056 Ask Partner Mgr/Tx	PROD23051 PROD23053 Ask Partner Mgr/Tx	PROD23098 PROD23100 Ask Partner Mgr/Tx	PROD23095 PROD23097 Ask Partner Mgr/Tx

*Requires Professional tier package

** Requires Enterprise tier package

****Transaction prices will be displayed per month on the Order Form instead of annually.

¹ Usage is measured in both production and sub-production instances.

² This Subscription Product is not available for Customers in Self-hosted environments or other restricted environments.

³ Use of this Subscription Product requires use of Next Experience as well as the Generative AI Controller.

⁴ Additional annual Assists require the purchase of a separate package.

Now Assist (CRM and Industry Workflows) ^{2, 3}

	FSO Professional Plus*	FSO Enterprise Plus**	TSM Professional Plus*	TSM Enterprise Plus**	TPSM Professional Plus*	TPSM Enterprise Plus**
Assists (Annually) ^{1, 4}	13,300 / FF 2,700 / UU 20 / Tx	13,300 / FF 2,700 / UU 20 / Tx	13,300 / FF 2,700 / UU 20 / Tx	13,300 / FF 2,700 / UU 20 / Tx	13,300 / FF 2,700 / UU 20 / Tx	13,300 / FF 2,700 / UU 20 / Tx
Now Assist	Now Assist for CSM Now Assist for FSO Now Assist for ITSM Now Assist for CMDB	Now Assist for CSM Now Assist for FSO Now Assist for ITSM Now Assist for CMDB	Now Assist for CSM Now Assist for ITSM Now Assist for TMT Now Assist for CMDB	Now Assist for CSM Now Assist for ITSM Now Assist for TMT Now Assist for CMDB	Now Assist for CSM Now Assist for ITSM Now Assist for TMT Now Assist for CMDB	Now Assist for CSM Now Assist for ITSM Now Assist for TMT Now Assist for CMDB
	\$180/FF \$36/UU \$3.36/Tx/Yr****	\$180/FF \$36/UU \$3.36/Tx/Yr****	\$180/FF \$36/UU \$3.36/Tx/Yr****	\$180/FF \$36/UU \$3.36/Tx/Yr****	\$180/FF \$36/UU \$3.36/Tx/Yr****	\$180/FF \$36/UU \$3.36/Tx/Yr****
Commercial SKUs	PROD21250 PROD21251 Ask Partner Mgr/Tx	PROD21252 PROD21253 Ask Partner Mgr/Tx	PROD21262 PROD21263 Ask Partner Mgr/Tx	PROD21264 PROD21265 Ask Partner Mgr/Tx	PROD21274 PROD21275 Ask Partner Mgr/Tx	PROD21276 PROD21277 Ask Partner Mgr/Tx
Restricted Env (incl. GCC) SKUs	PROD23066 PROD23068 Ask Partner Mgr/Tx	PROD23063 PROD23065 Ask Partner Mgr/Tx	PROD23116 PROD23118 Ask Partner Mgr/Tx	PROD23113 PROD23115 Ask Partner Mgr/Tx	PROD23110 PROD23112 Ask Partner Mgr/Tx	PROD23107 PROD23109 Ask Partner Mgr/Tx

*Requires Professional tier package

** Requires Enterprise tier package

****Transaction prices will be displayed per month on the Order Form instead of annually.

¹ Usage is measured in both production and sub-production instances.

² This Subscription Product is not available for Customers in Self-hosted environments or other restricted environments.

³ Use of this Subscription Product requires use of Next Experience as well as the Generative AI Controller.

⁴ Additional annual Assists require the purchase of a separate package.

⁵ Assists for Transaction SKUs are per year, not month

Now Assist (CRM and Industry Workflows, cont.) ^{2, 3}

	HCLS-SM Professional Plus*	HCLS-SM Enterprise Plus**	MCO Professional Plus*	MCO Enterprise Plus**	RSM Professional Plus*	RSM Enterprise Plus**
Assists (Annually) ^{1, 4}	13,300 / FF 2,700 / UU 20 / Tx	13,300 / FF 2,700 / UU 20 / Tx	13,300 / FF 2,700 / UU	13,300 / FF 2,700 / UU	10,000 / FF	10,000 / FF
Now Assist	Now Assist for CSM Now Assist for ITSM	Now Assist for CSM Now Assist for ITSM	Now Assist for CSM Now Assist for ITSM	Now Assist for CSM Now Assist for ITSM	Now Assist for CSM Now Assist for ITSM	Now Assist for CSM Now Assist for ITSM
	\$180/FF \$36/UU \$3.36/Tx/Yr****	\$180/FF \$36/UU \$3.36/Tx/Yr****	\$180/FF \$36/UU	\$180/FF \$36/UU	\$135/FF	\$135/FF
Commercial SKUs	PROD21298 PROD21299 Ask Partner Mgr/Tx	PROD21300 PROD21301 Ask Partner Mgr/Tx	PROD21997 Ask Partner Mgr/UU	PROD21998 Ask Partner Mgr/UU	PROD22848	PROD22849
Restricted Env (incl. GCC) SKUs	PROD23072 PROD23074 Ask Partner Mgr/Tx	PROD23069 PROD23071 Ask Partner Mgr/Tx	PROD23093 Ask Partner Mgr/UU	PROD23091 Ask Partner Mgr/UU	PROD23102	PROD23101

*Requires Professional tier package

** Requires Enterprise tier package

***Transaction prices will be displayed per month on the Order Form instead of annually.

¹ Usage is measured in both production and sub-production instances.

² This Subscription Product is not available for Customers in Self-hosted environments or other restricted environments.

³ Use of this Subscription Product requires use of Next Experience as well as the Generative AI Controller.

⁴ Additional annual Assists require the purchase of a separate package.

Now Assist (CRM and Industry Workflows, cont.) ^{2, 3}

No changes for Zurich Q4

	FSM Professional Plus*	FSM Enterprise Plus**	FSMT Professional Plus*	FSMT Enterprise Plus**	M&E SM Professional Plus*	M&E SM Enterprise Plus**
Assists (Annually) ^{1, 4}	7,800/FF 1,800/UU 30/Tx	7,800/FF 1,800/UU 30/Tx	7,800/FF 1,800/UU 30/Tx	7,800/FF 1,800/UU 30/Tx	13,300 / FF 2,700 / UU 20 / Tx	13,300 / FF 2,700 / UU 20 / Tx
Now Assist	Now Assist for FSM	Now Assist for FSM	Now Assist for FSM	Now Assist for FSM	Now Assist for CSM Now Assist for ITSM Now Assist for CMDB	Now Assist for CSM Now Assist for ITSM Now Assist for CMDB
	\$105/FF \$24/UU \$4.80/Tx/Yr****	\$105/FF \$24/UU \$4.80/Tx/Yr****	\$105/FF \$24/UU \$4.80/Tx/Yr****	\$105/FF \$24/UU \$4.80/Tx/Yr****	\$180/FF \$36/UU \$3.36/Tx/Yr****	\$180/FF \$36/UU \$3.36/Tx/Yr****
Commercial SKUs	PROD21569 PROD21570 Ask Partner Mgr/Tx	PROD21571 PROD21572 Ask Partner Mgr/Tx	PROD24660 PROD24665 Ask Partner Mgr/Tx	PROD24675 PROD24680 Ask Partner Mgr/Tx	PROD21286 PROD21287 Ask Partner Mgr/Tx	PROD21288 PROD21289 Ask Partner Mgr/Tx
Restricted Env (incl. GCC) SKUs	PROD23060 PROD23062 Ask Partner Mgr/Tx	PROD23057 PROD23059 Ask Partner Mgr/Tx	PROD24663 PROD24668 Ask Partner Mgr/Tx	PROD24678 PROD24683 Ask Partner Mgr/Tx	PROD23088 PROD23090 Ask Partner Mgr/Tx	PROD23085 PROD23087 Ask Partner Mgr/Tx

*Requires Professional tier package

** Requires Enterprise tier package

****Transaction prices will be displayed per month on the Order Form instead of annually.

1 Usage is measured in both production and sub-production instances.

2 This Subscription Product is not available for Customers in Self-hosted environments or other restricted environments.

3 Use of this Subscription Product requires use of Next Experience as well as the Generative AI Controller.

4 Additional annual Assists require the purchase of a separate package.

Now Assist (CRM and Industry Workflows, cont.)

New for Zurich Q4

	CPQ Professional Plus*	SOM Professional Plus*	CPQT Professional Plus*	SOMT Professional Plus*	CPQ Mfg Professional Plus	SOM Mfg Professional Plus
Assists (Annually) 1, 4	11,000/FF 1,800/UU	11,000/FF 1,800/UU	13,300/FF 2,700/UU	13,300/FF 2,700/UU	13,300/FF 2,700/UU	13,300/FF 2,700/UU
Now Assist	Now Assist for SOM	Now Assist for SOM	Now Assist for SOM	Now Assist for SOM	Now Assist for SOM	Now Assist for SOM
	\$150/FF \$24/UU	\$150/FF \$24/UU	\$180/FF \$36/UU	\$180/FF \$36/UU	\$180/FF \$36/UU	\$180/FF \$36/UU
Commercial SKUs	Ask Partner Mgr/FF Ask Partner Mgr/UU	Ask Partner Mgr/FF Ask Partner Mgr/UU	Ask Partner Mgr/FF Ask Partner Mgr/UU	Ask Partner Mgr/FF Ask Partner Mgr/UU	Ask Partner Mgr/FF Ask Partner Mgr/UU	Ask Partner Mgr/FF Ask Partner Mgr/UU
Restricted Env (incl. GCC) SKUs	Ask Partner Mgr/FF Ask Partner Mgr/UU	Ask Partner Mgr/FF Ask Partner Mgr/UU	Ask Partner Mgr/FF Ask Partner Mgr/UU	Ask Partner Mgr/FF Ask Partner Mgr/UU	Ask Partner Mgr/FF Ask Partner Mgr/UU	Ask Partner Mgr/FF Ask Partner Mgr/UU

*Requires Professional tier package

** Requires Enterprise tier package

1 Usage is measured in both production and sub-production instances.

2 This Subscription Product is not available for Customers in Self-hosted environments or other restricted environments.

3 Use of this Subscription Product requires use of Next Experience as well as the Generative AI Controller.

4 Additional annual Assists require the purchase of a separate package.

Core Business Workflows

Core Business Suite

¹App Engine Starter are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables.

	Core Business Suite Standard
App Engine Starter ¹	25
Case and Knowledge Management	✓
Core Business Suite	✓
Employee Center Pro	✓
ERP Integration Framework	✓
Finance Case Management	✓
Health and Safety Case Management	✓
Health and Safety Core	✓
Invoice Case Management	✓
Legal Request Management	✓
Procurement Case Management	✓
Supplier Case Management	✓
Supplier Collaboration Portal	✓
Universal Request Pro	✓
Workplace Agent for Mobile	✓
Workplace Case Management	✓
Workplace Central	✓
Workplace Core	✓
* Integration Hub Spokes included	\$16 per Unrestricted User
	Ask Partner Mgr

Manufacturing Employee Experience

New for Zurich Q4

¹ Employee Journey Management combines Journey designer, Journey Accelerator, Lifecycle Events for enterprise, Listening and Learning Posts. EJM also includes Enterprise Onboarding & Transitions.

² App Engine Starter tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables.

³ EC Pro now includes Manager Hub.

*The ServiceNow subscription includes Spokes that can be downloaded with the entitlement. Transactions from included Spokes count as Integration Hub Transactions and require an Automation Engine license, unless explicitly excluded in the [BU Spokes List](#)

	Manufacturing Employee Experience Professional	Manufacturing Employee Experience Enterprise
App Engine Starter ¹	30	30
Case and Knowledge Management	✓	✓
Contact Tracing	✓	✓
Continual Improvement	✓	✓
Contractor Service Center		✓
Employee Center Pro	✓	✓
Employee Health Screening	✓	✓
Employee Journey Management ¹		✓
Employee Readiness Surveys	✓	✓
Employee Travel Safety	✓	✓
Environmental Management		✓
Health and Safety Case Management	✓	✓
Health and Safety Core	✓	✓
Health and Safety Incident Management	✓	✓
Health and Safety Risk Management	✓	✓
Health and Safety Testing	✓	✓
Mobile Publishing	✓	✓
Performance Analytics	✓	✓
Predictive Intelligence	✓	✓
Talent	✓	✓
Universal Request Pro	✓	✓
Vaccination Status	✓	✓
Virtual Agent	✓	✓
Workplace Case Management	✓	✓
Workplace Core	✓	✓
Workplace PPE Inventory Management	✓	✓

* Integration Hub Spokes included

\$21 per Unrestricted User

\$28 per Unrestricted User

Ask Partner Mgr

Ask Partner Mgr

HR Service Delivery

No Changes for Zurich Q4

¹ Employee Journey Management combines Journey designer, Journey Accelerator, Lifecycle Events for enterprise, Listening and Learning Posts. EJM also includes Enterprise Onboarding & Transitions.

² App Engine Starter tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables.

³ EC Pro includes Manager Hub.

*The ServiceNow subscription includes Spokes that can be downloaded with the entitlement. Transactions from included Spokes count as Integration Hub Transactions and require an Automation Engine license, unless explicitly excluded in the [BU Spokes List](#)

	HRSD Standard*	HRSD Professional*	HRSD Enterprise*
App Engine Starter ²	15	25	25
Case and Knowledge Management	✓	✓	✓
Employee Center Pro ³	✓	✓	✓
Universal Request	Universal Request	Universal Request Pro	Universal Request Pro
Communities		✓	✓
Continual Improvement Management		✓	✓
Mobile Publishing		✓	✓
Predictive Intelligence		✓	✓
Platform Analytics Advanced		✓	✓
Virtual Agent		✓	✓
Talent		✓	✓
Employee Journey Management ¹			✓
* Integration Hub Spokes included	\$9 / HR User	\$16 / HR User	\$20 / HR User
	\$9 / Unrestricted User	\$16 / Unrestricted User	\$20 / Unrestricted User
	PROD26859 PROD26861	PROD26863 PROD26865	PROD26867 PROD26869
Process Mining for Platform (250k records)			
\$125,000 annually			
PROD23563			

Workplace Service Delivery

New for Zurich Q4

¹ App Engine Starter tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables.

*The ServiceNow subscription includes Spokes that can be downloaded with the entitlement. Transactions from included Spokes count as Integration Hub Transactions and require an Automation Engine license, unless explicitly excluded in the [BU Spokes List](#)

	Professional V3	Enterprise v2*	WSD Facilities Management	WSD Space Planner
App Engine Starter ¹	10	15	10	10
Workplace Agent for mobile	✓	✓	✓	
Mobile Publishing	✓	✓	✓	✓
Platform Analytics Advanced	✓	✓	✓	✓
Predictive Intelligence	✓	✓	✓	✓
Universal Request Pro	✓	✓	✓	✓
Virtual Agent	✓	✓	✓	✓
Workplace Case Management	✓	✓	✓	✓
Workplace Central	✓	✓	✓	✓
Workplace Core	✓	✓	✓	✓
Workplace Indoor Mapping	✓	✓		✓
Workplace Reservation	✓	✓		
Workplace Space Mapping	✓	✓		✓
Workplace Visitor Management	✓	✓		
Asset Management		✓	✓	
Workplace Concierge	✓	✓		
Workplace Connectors	✓	✓	✓	✓
Workplace Lease Administration		✓		
Workplace Maintenance Management		✓	✓	
Workplace Move Management		✓		✓
Workplace Space Management		✓		✓
* Integration Hub Spokes included	\$9/Application User \$9/UU	\$12/Application User \$12/UU	\$400/Fulfiller User \$4/UU	\$4/ Application User \$4/UU
	PROD26916 PROD26918	PROD23609 Ask Partner Mgr	Ask Partner Mgr Ask Partner Mgr	Ask Partner Mgr Ask Partner Mgr

Health & Safety

¹App Engine Starter are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables.

	Health & Safety Professional	Health & Safety Enterprise
App Engine Starter ¹	10	20
Contractor Service Center		✓
Critical Event Management	✓	✓
Employee Center	✓	✓
Environmental Management		✓
Health and Safety Case Management	✓	✓
Health and Safety Contractor Management	✓	✓
Health and Safety Core	✓	✓
Health and Safety Incident Management	✓	✓
Health and Safety Risk Management	✓	✓
Mobile Publishing	✓	✓
Platform Analytics Advanced	✓	✓
Predictive Intelligence	✓	✓
Universal Request	✓	✓
Virtual Agent	✓	✓
Workplace Case Management	✓	✓
Workplace Core	✓	✓
* Integration Hub Spokes included	\$5 per Application User \$5 per Unrestricted User PROD26935 PROD26937	\$8 per Application User \$8 per Unrestricted User PROD26939 PROD26941

Legal and Contract Operations

	Legal Service Delivery*	Legal and Contract Operations*
App Engine Starter 5 ¹	5	5
Legal Request Management	✓	✓
Legal Matter Management	✓	✓
Legal Practice Apps	✓	✓
Legal Simple Compliance	✓	✓
Platform Analytics Advanced	✓	✓
Predictive Intelligence	✓	✓
Virtual Agent	✓	✓
Contract Management Pro		✓
* Integration Hub Spokes included	\$75/ Application User \$8 / Unrestricted User PROD23497 PROD15269	\$100 / Application User \$10 / Unrestricted User PROD23727 PROD23733

¹ App Engine Starter tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables.

² Customers need to either have LSD, LSD Basic to buy this add-on. Each license of Contract Management Pro requires a license of LSD or LSD Basic

*The ServiceNow subscription includes Spokes that can be downloaded with the entitlement. Transactions from included Spokes count as Integration Hub Transactions and require an Automation Engine license, unless explicitly excluded in the [BU Spokes List](#)

Source to Pay Operations

	Source to Pay Operations Standard*	Source to Pay Operations Professional*
App Engine Starter ¹	10	20
ERP Integration Framework	✓	✓
Invoice Case Management	✓	✓
Procurement Case Management	✓	✓
Supplier Case Management	✓	✓
Supplier Collaboration Portal	✓	✓
Accounts Payable Invoice Processing		✓
Platform Analytics Advanced		✓
Purchase Order Management		✓
Shopping Hub		✓
Sourcing and Purchasing Automation		✓
Sourcing Pipeline Management		✓
Spend and Savings Management		✓
Supplier Collaboration Portal		✓
Supplier Operations		✓
Supplier Payment Optimization		✓
Supplier Relationship and Performance Management		✓
Virtual Agent		✓
	\$50 / Application User \$8 / Unrestricted User	\$90 / Application User \$14 / Unrestricted User

* Integration Hub Spokes included

PROD26766
PROD26759

PROD26764
PROD26761

¹ App Engine Starter tables are primarily for the configuration of the packaged applications. See the [Custom Table Guide](#) for more detail on the definition and treatment of custom tables.

² Customer must have a Source To Pay Operations AU or UU license to purchase Now Assist add-on SKU.

*The ServiceNow subscription includes Spokes that can be downloaded with the entitlement. Transactions from included Spokes count as Integration Hub Transactions and require an Automation Engine license, unless explicitly excluded in the [BU Spokes List](#)

Contract Management Pro for Source-to-pay Operations

\$50 / App User
\$6 / UU

PROD26837
PROD26841

Process Mining and Task Mining for Platform (250k records / 40 Application Users)

\$125,000 annually

PROD23563

Now Assist (Core Business Workflows) 2, 3

	S2P Professional Plus*	CM Pro Plus for S2P*	Health and Safety Professional Plus*	Health and Safety Enterprise Plus*	LSD Professional Plus*	LCO Professional Plus*	WSD Professional Plus*	WSD Enterprise Plus**
Assists (Annually) ^{1, 4}	8,000/FF 1,800/App User 270/UU	1,000/App User 140/UU	100/App User 100/UU	100/App User 100/UU	1500/App User 170/UU	2000/App User 200/UU	200/App User 200/UU	200/App User 200/UU
Now Assist	Now Assist for SPO Now Assist for SLO Now Assist for APO Now Assist for FSC Common	Now Assist in CM	Now Assist for H&S	Now Assist for H&S	Now Assist for LSD	Now Assist for LSD Now Assist in CM	Now Assist for WSD	Now Assist for WSD
	\$54/App User \$8/UU	\$30/AU \$4/UU	\$3/App User \$3/UU	3/ App User \$3/UU	\$45/App User \$5/UU	\$60/AU \$6/UU	\$6/AU \$6/UU	\$6/AU \$6/UU
Commercial SKUs	Ask Partner Mgr/FF PROD23647 PROD23646	PROD26838 PROD26848	PROD24463 PROD24462	PROD26963 PROD26954	PROD24756 PROD24755	PROD25463 PROD25462	PROD25338 PROD25339	PROD25340 PROD25341
Restricted Env (incl. GCC) SKUs	Ask Partner Mgr/FF PROD23650 PROD23649	PROD26844 PROD26849	PROD24465 PROD24464	PROD26959 PROD26958	PROD24759 PROD24758	PROD25466 PROD25465	PROD25342 PROD25343	PROD25342 PROD25343

*Requires Professional tier package

** Requires Enterprise tier package

¹ Usage is measured in both production and sub-production instances.

² This Subscription Product is not available for Customers in Self-hosted environments or other restricted environments.

³ Use of this Subscription Product requires use of Next Experience as well as the Generative AI Controller.

⁴ Additional annual Assists require the purchase of a separate package.

Additional Assist Pack

\$150,000 / Pack (500,000 assists)

PROD21223

Now Assist (Core Business Workflows) 2, 3

	HRSD Professional Plus v2*	HRSD Enterprise Plus v2**	MEE Professional Plus*	MEE Enterprise Plus**	EC Professional Plus
Assists (Annually) 1, 4	350/HR User 350/UU	350/HR User 350/UU	450/UU	450/UU	350/UU
Now Assist	Now Assist for HRSD Now Assist for EC Pro	Now Assist for HRSD Now Assist for EC Pro	Now Assist for HRSD Now Assist for H&S Now Assist for EC Pro	Now Assist for HRSD Now Assist for H&S Now Assist for EC Pro	Now Assist for HRSD Now Assist for H&S Now Assist for EC Pro
Additional Applications	External Content Connectors ⁵	External Content Connectors ⁵	External Content Connectors ⁵	External Content Connectors ⁵	External Content Connectors ⁵
Fabric Credits					3M
	\$10/HR User \$10/UU	\$10/HR User \$10/UU	\$13 / UU	\$13 / UU	\$9/UU
Commercial SKUs	PROD26871 PROD26873	PROD26875 PROD26877	PROD24744	PROD24749	PROD27676
Restricted Env (incl. GCC) SKUs	PROD26879 PROD26880	PROD26881 PROD26882	PROD24745	PROD24750	PROD27678

*Requires Professional tier package

** Requires Enterprise tier package

¹ Usage is measured in both production and sub-production instances.

² This Subscription Product is not available for Customers in Self-hosted environments or other restricted environments.

³ Use of this Subscription Product requires use of Next Experience as well as the Generative AI Controller.

⁴ Additional annual Assists require the purchase of a separate package.

⁵ Not included in Self-Hosted

Additional Assist Pack

\$150,000 / Pack (500,000 assists)

PROD21223

Data & Analytics Workflows

Workflow Data Fabric

New for Zurich Q4

	Integration Hub Starter v4	WDF Standard – Data Fabric Credit Pack	WDF Professional – Data Fabric Credit Pack
Integration Hub	Starter ³ (100,000 transactions annually)	Enterprise ^{3,5}	Enterprise ^{3,5}
Protocols	Starter ³	Enterprise ³	Enterprise ³
Spokes	Starter ³	Enterprise ³	Enterprise ³
API Access Volume	300 MB/ day	✓	✓
External Content Connectors	✓	✓	✓
Transactions (Annually)	100,000	-	-
AI Data Explorer		✓	✓
Now Assist for Spokes		✓	✓
Orchestration		✓ ²	✓ ²
Attended Robots		✓	✓
RPA Hub		✓	✓
Unattended Robots		✓	✓
Automation Center		✓	✓
Data Catalog			✓
Zero Copy Connectors (SQL, ERP)			✓
Stream Connect for Apache Kafka			✓
Fabric Credits		2M / pack	2M / pack
Minimum Pack Requirement	-	1	4
	INCLUDED ⁴	\$100k / Pack Annually	\$100k / Pack Annually
	PROD22417	PROD26897	PROD26898

¹ Includes: Activity Designer, Orchestration Activity Packs

² Includes: Activity Designer, Orchestration Activity Packs, **Password Reset, Client Software Distribution**, with unlimited Password Reset Transactions included.

³ A list of Spokes, Integration Solutions, and Protocols included in Integration Hub package found in the Integration Hub Addendum document: [LINK](#)

Spokes included in BU products:: [LINK](#)

⁴ Integration Hub Starter paired to all new customer opportunities and existing customers migrating to the new SKUs. Integration Hub Starter cannot be paired with Integration Hub Professional v2/v3/v4, Automation Engine Professional, or Automation Engine Enterprise, as these SKUs already have Integration Hub Starter included

⁵. Integration Hub capabilities include functionality to create own custom spokes. This functionality is not available in Integration Hub Starter.

⁶ Platform Analytics Advanced, Virtual Agent, and Universal Request Pro use rights apply only to the App Engine entitlement within Workflow Data Fabric.

WDF tokenization rate card

“Data Fabric Credit” rate card by usage type and meter

Capability	Usage description	Meter unit	# fabric credits
Integration Hub	Outbound call originating from Integration Hub, Flow Designer, Remote Tables, or Orchestration	Data fabric transaction	1 data fabric credit
External Content Connectors	External document indexed via AI Search, External Content REST API, or External Content Connectors		
API Access Volume	Volume of data egressed via ServiceNow public APIs	MB	1 data fabric credit
Zero Copy Connectors	Volume of data ingressed via Zero Copy Connectors		
Zero Copy Connectors for ERP	Volume of data read from or written to an ERP System		
Stream Connect	Volume of data ingressed or egressed via Hermes		
RPA bots	Minutes of runtime by an unattended or attended robot. An “attended” robot is assigned to a user and an “Unattended” robot is assigned to a Virtual Machine in the RPA Hub application.	Minute	5 data fabric credits
Data Catalog	Daily count of governed data assets – cataloged entities such as tables, views, models, reports, etc. - that have been enriched with metadata, lineage, or business context in the Data Catalog	Data Asset	1 data fabric credit
AI Data Explorer	Count of explorations with content created		10 data fabric credits

Workflow Data Fabric Add-Ons Pricing and Packaging

No changes for Zurich Q4

Stream Connect for Apache Kafka

	Stream Connect for Apache Kafka Capacity ²	Stream Connect for Apache Kafka Capacity ²
Data Throughput / Month	250 GB	1,000 GB
Stream Connect for Apache Kafka	✓	✓
	\$300K Annually	\$500K Annually
	Ask Partner Mgr ²	Ask Partner Mgr ²

Additional Transaction Packs / Robot Bundles

1M Integration Hub Tx	\$36K Annually	Ask Partner Mgr
10M Integration Hub Tx	\$60K Annually	Ask Partner Mgr
50M Integration Hub Tx	\$120K Annually	Ask Partner Mgr
100M Integration Hub Tx	\$180K Annually	Ask Partner Mgr
Unattended Robot 5 Count ¹	\$25K Annually	Ask Partner Mgr
Attended Robot 15 Count ¹	\$25K Annually	Ask Partner Mgr
100k DocIntel Pages	\$25K Annually	Ask Partner Mgr
500k DocIntel Pages	\$100K Annually	Ask Partner Mgr
250K Process Mining Additional Records ³	\$125K Annually	PROD23564
5 GB API Access Volume	\$25K Annually	Ask Partner Mgr
75 GB API Access Volume	\$100K Annually	Ask Partner Mgr
5 GB Zero Copy Connectors	\$15K Annually	PROD26790

Password Reset Limited

\$24K / Transaction Pack
PROD11780

Each Transaction Pack for Password Reset comes with 12,000 annual PW Reset TXs. Each TX pack is stackable (e.g. ordering 3 gives 36,000 annual PW Reset Transactions)

¹ Unattended Robot and Attended Robot Bundles can only be purchased by customers with Automation Engine Professional, Automation Engine Enterprise, WDF Standard or WDF Pro

² Stream Connect for Apache Kafka Capacity SKUs can only be purchased by customers with Workflow Data Fabric Standard and Professional

³ Process Mining Additional Records need to be added, when you go beyond the 175K records included in WDF Pro OR the 250K records included in the Process Mining for Platform respective baseline SKUs.

API Management for Workflow Data Fabric^{A, B}

\$0 / Application
Ask Partner Mgr

In order to be provisioned with access to this Boomi Subscription Product, Customer must visit the ServiceNow Store (located at store.servicenow.com) and obtain the application named "Boomi Cloud API Management," or a successor application identified in writing by ServiceNow.

^A Cannot be sold to FedRAMP customers

^B Can only be paired with Workflow Data Fabric Standard & Pro

Process Mining for Platform

- **Packaging**

- Number of unique records across the platform with at least one app in Pro level
- Base Package include 250K records and 40 Application Users – Base package needs to be purchased first, incremental packages can be added alongside the base.
- Includes both internal and external data use cases

- **Pricing Model:**

<u>Base Package</u>	<u>Incremental Package</u>	<u>Incremental Package</u>
Process Mining and Task Mining for Platform (250k records / 40 Application Users)	Additional Process Mining Records (250k records)	Additional Application Users for Task Mining Bundle – 40 Application Users
\$125,000 annually	\$125,000 annually	\$125,000 annually
PROD23563	Ask Partner Mgr	PROD23563

- All BU Process Mining Add-On SKUs are now Restricted and require approval for New Business deals going forward

¹ Process mining standalone or Add-Ons can be sold to Professional Edition customers (not possible to sell it to Standard Edition customers – Process Mining has a dependency with the Machine Learning infrastructure available with Professional Edition offerings)

RaptorDB Professional

- **Packaging**

- No application entitlement as RaptorDB is hardware.
- Provisioning currently handled by Product team (Future: Support team)
- Calculations incorporate same product exceptions as ServiceNow Vault and Platform Encryption
- Now available for Hyperscalers / IQOQ

- **Pricing Model:** 20% of Total ACV or Product ACV (Excludes Add-Ons, other % of ACV Revenue)

- RaptorDB is currently NOT available to the following customer types:
 - Galaxy/HERA
 - Sharded

Platform & AI Workflows

App Engine

No change for Zurich Q4

	App Engine Standard ⁽⁴⁾	App Engine Enterprise
App Engine Management Center	✓	✓
App Engine Studio	✓	✓
Apps / Custom Tables	3 / 15	Unlimited
Creator Studio		✓
Platform Analytics Advanced	✓	✓
Predictive Intelligence	✓	✓
ServiceNow Studio for App Engine	✓	✓
Universal Request	Universal Request Pro	Universal Request Pro
Virtual Agent	✓	✓
Workspace Builder	✓	✓
	\$100/Fulfiller User \$13 / Unrestricted User \$85/Application User	\$150/Fulfiller User \$20/Unrestricted User \$130/Application User
	Ask Partner Mgr Ask Partner Mgr Ask Partner Mgr	PROD19351/UU SKU -Ask Partner Mgr Ask Partner Mgr

Business Stakeholder ³
\$35 / User
PROD17800
Process Mining for Platform (250k records)
\$125,000 annually
PROD23563

App Engine delivers full-featured low-code app development functionality and governance across the enterprise at scale

- Net new standalone custom workflow apps for lines of business in the enterprise
- Build out functionality of existing ServiceNow and Store workflow apps

¹ Only available for ITSM Fulfiller User model. For customers subscribed to an ITSM unrestricted user-based SKU, the App Engine Unrestricted User SKU is required.

² App Engine for ITSM modifies the bundled custom table limit included with the Customer's existing ITSM standalone fulfiller user-based SKU to unlimited custom tables.

³ **Business Stakeholders** can view and approve records and interact with reports and dashboards within applications mapped to App Engine.

⁴ **App Engine Standard** You only get 3 custom apps and 15 custom tables.

Note: Express use rights to capabilities included with App Engine are restricted to users licensed under App Engine. See the [App Engine Pricing & Packaging FAQ](#) for more detail.

App Engine Enterprise Add-ons*

No changes for Zurich Q4

¹ Only available for Fulfiller User model. For customers subscribed to an Unrestricted User-based SKU, the App Engine Unrestricted User SKU is required. Unrestricted User App Engine will need BU approval/review.

² App Engine Enterprise for CIWF modifies the bundled custom table limit included with the Customer's existing standalone Professional/Enterprise fulfiller-based SKU to unlimited custom tables.

³ **Business Stakeholders** can view and approve records and interact with reports and dashboards within applications mapped to App Engine Enterprise.

Note: Express use rights to capabilities included with App Engine Enterprise are restricted to users licensed under App Engine Enterprise. See the [App Engine Pricing & Packaging FAQ](#) for more detail.

	App Engine for ITSM ⁽¹⁾⁽²⁾ (Fulfiller User only)
App Engine Management Center	
App Engine Studio	✓
Apps and Custom Tables/User	Unlimited
Platform Analytics Advanced	Matches the ITSM Package Purchased
Predictive Intelligence	Matches the ITSM Package Purchased
Table Builder for App Engine	
Universal Request	Matches the ITSM Package Purchased
Virtual Agent	Matches the ITSM Package Purchased
Workspace Builder	
	20% of ITSM Fulfiller Spend

PROD13079

App Engine for ERP (formerly Clean Core for ERP)

No changes for Zurich Q4

1) Includes ERP Embedded Integration
Hub spokes:
Coupa, Oracle EBS, Oracle Financial
Cloud, Oracle Peoplesoft Financial,
SAP Ariba, SAP Commerce Cloud, SAP
Concur, SAP ECC IDoc, SAP ECC RFC,
SAP Fieldglass, SAP S4 IDoc, SAP S4
HANA RFC, Workday Financials.

	App Engine Enterprise for ERP ¹
Creator Studio	✓
ERP Semantic Mining	✓
ERP Systems Connected	1
Zero Copy Connectors for ERP	✓
App Engine Management Center	✓
App Engine Studio	✓
Apps and Custom Tables/User	Unlimited
Mobile Publishing	✓
Platform Analytics Advanced	✓
Predictive Intelligence	✓
ServiceNow Studio	✓
Universal Request	Universal Request Pro
Virtual Agent	✓
Workspace Builder	✓
	\$ 250/Fulfiller \$33/UU

PROD19231 / UU SKU -
Ask Partner Mgr

Developer Sandbox

No changes for Zurich Q4

Developer Sandbox Sandboxes	Developer Sandbox
	✓
	10
\$50,000/Annually	
PROD26751	

Mobile Publishing

Mobile Publishing

- **Product:**
 - Mobile Publishing provides theme customization for mobile applications and security SDKs for policy enforcement and distribution.
- **Restrictions:**
 - Not available for On-prem, self-hosted, and closed environment instances (FedRamp, Restricted Env (incl. GCC), SPP, NSC)
 - Supports iOS and Android
 - Minimum 14-day turnaround once a build starts
 - Mobile Publishing must be installed on a production instance (not subproduction)
- **Product Code:**
 - Mobile Publishing (PROD15406)



Application will be configured with custom name, icon, and splash screen

MetricBase

Package	Series Included	Pricing/Monthly	Product Code
MetricBase Starter	100,000	\$12,000	PROD15352
Additional – MetricBase 50,000 Series	50,000	\$1,725	PROD15353
Additional – MetricBase 100,000 Series	100,000	\$3,000	PROD15356
Additional – MetricBase 250,000 Series	250,000	\$6,500	PROD15355

ServiceNow Vault

Enterprise subscription bundle to improve security posture by leveraging Data Privacy, Encryption, as well as Identity & Access offerings.

¹ Purchasing the ServiceNow Vault bundle gives unlimited access to these products for all of the instances (prod and sub prod) included in the contract.

² ServiceNow Vault and the standalone SKUs' calculation DO NOT incorporate: Impact, Lightstep, Performance Analytics, Celonis, Additional Application Penetration Testing, IQOQ Qualifications, Additional Production/Non-Production Instances (Cloud Infrastructure), Instance Storage/Capacity, and other VLP product codes.

ServiceNow Vault and the standalone SKUs are priced and entitled at the account level.

	ServiceNow Vault v2 ¹
Cloud Encryption	✓
Code Signing Enterprise	✓
Data Privacy	✓
Field Encryption Enterprise	✓
Log Export Service	✓
Secrets Management	✓
Zero Trust Access	✓
	30% CACV per year

PROD25328

Standalone	Log Export Service Starter	100 GB Included	\$0/monthly	PROD27929
	Log Export Service	500 GB Included	\$2,500/monthly	PROD27930
	Data Privacy	Data Privacy	15% CACV	PROD22194
	Zero Trust Access	Zero Trust Access	10% CACV	PROD22197

Platform Encryption

Simplified subscription bundle for Column Level Encryption and Cloud Encryption

	Platform Encryption v2 ¹
Cloud Encryption	✓
Field Encryption Enterprise	✓
20% CACV per year	
PROD25331	

¹ Add-ons cannot be discounted

² Platform Encryption calculation DOES NOT incorporate: Impact, Lightstep, Performance Analytics, Celonis, Additional Application Penetration Testing, IQOQ Qualifications, Additional Production/Non-Production Instances (Cloud Infrastructure), Instance Storage/Capacity, and other VLP product codes.

³Database Encryption with Customer Controlled Switch customers looking to maintain functionality in their migration to Cloud Encryption should also add the Withdraw and Resupply SKU.

Add-ons ^{1,3}	For Cloud Encryption	Withdraw and Resupply	\$50k/year	PROD18218

Other	Full Disk Encryption	\$120k/Dedicated environment instance	PROD03429
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Extended Backup (Project Fortnight)

	Extended Backup – Non-Production Instance	Extended Backup – Production Instance	Extended Backup – Additional 1TB Storage	Extended Backup – Dedicated Environment
Retention Days	28	28	28	28
	\$10K Annually	\$20K Annually	\$7,500 Annually	\$50K Annually
	PROD20819	PROD20818	PROD20820	PROD20821

Performance Analytics

• Packaging

- Integrated packages, PA cost included into fulfiller cost
- “Performance Analytics for <Application>”
- “Performance Analytics – Enterprise – Application” as it covers all apps

- **Pricing Model:** 20% of Total ACV or Product ACV (Excludes Add-Ons, Integration Hub / Automation Engine, Business Stakeholder)

Bundled or Integrated

ITSM Professional Fulfiller/Unrestricted v2 (PROD11355/ PROD11356)
 IRM Standard (PROD12019)
 IRM Professional (PROD12020)
 IRM Enterprise (PROD12021)
 Security Operations Professional - SIR (PROD12823)
 Security Operations Professional - VR (PROD12824)
 Security Operations Enterprise (PROD12825)
 CSM Professional v5 – Fulfiller/Unrestricted User (PROD15204/PROD15153)
 FSM Professional – Fulfiller (PROD15369)
 Software Asset Management (SAM) Professional v3 (PROD12074)
 HR Service Delivery Professional v2 (PROD11361)
 HR Service Delivery Enterprise v2 (PROD11362)
 SPM Standard - SPM User/Unrestricted (PROD12008/ PROD12009)
 SPM Professional - SPM User/ Unrestricted (PROD12011/ PROD12013)
 Now Platform App Engine – Fulfiller/Unrestricted (PROD13074/PROD13076)
 ITOM Operator Professional (PROD12026)
 ITOM Operator Enterprise (PROD12027)

A La Carte

Performance Analytics – Enterprise (PROD01627)
 Performance Analytics For IT Operations Management (PROD12788)
 Performance Analytics For Security Operations (PROD01623)
 Performance Analytics For GRC (PROD03427)
 Performance Analytics For Customer Service Management (PROD01624)
 Performance Analytics For HR (PROD01625)
 Performance Analytics For IT Business Management (PROD02229)
 Performance Analytics For IT Service Management (PROD03426)
 Performance Analytics For Field Service Management (PROD03432)

Cloud Infrastructure – Shared Commercial Instances

No changes for Zurich Q4

DC Agnostic SKUs (For Renewal Only)

	Additional Production Instance – Shared Environment	Additional Non-Production Instance – Shared Environment
Capacity (TB)	4	4
Additional / Included	Additional	Additional
Instance Type	Production	Non-Production
	\$30,000 Annually	\$15,000 Annually
	PROD20929	PROD20930

DC Agnostic SKUs (For New Business Only)

	Additional Production Instance - Shared Environment	Additional Non-Production Instance – Shared Environment
Capacity (TB)	2	2
Additional / Included	Additional	Additional
Instance Type	Production	Non-Production
	\$30,000 Annually	\$20,000 Annually
	PROD20926	PROD20927

Additional 1TB Capacity – Shared Environment
1
\$15,000 Annually
PROD21095

Cloud Infrastructure - Shared Government Instances

No changes for Zurich

4TB SKUs to un-bundle environment SKUs (For Renewal Only)

	Government Data Center	Government Data Center	Government Data Center RM Lvl 3	Government Data Center RM Lvl 3	Australia IRAP Protected RM Cloud	Australia IRAP Protected RM Cloud	Singapore RM Cloud	Singapore RM Cloud
Capacity (TB)	4	4	4	4	4	4	4	4
Additional / Included	Additional	Additional	Additional	Additional	Additional	Additional	Additional	Additional
Instance Type	Production	Non-Production	Production	Non-Production	Production	Non-Production	Production	Non-Production
	\$30,000 Annually	\$15,000 Annually	\$39,000 Annually	\$19,500 Annually	\$39,000 Annually	\$19,500 Annually	\$33,000 Annually	\$16,500 Annually
	PROD21797	PROD00070	PROD21798	PROD17680	PROD21794	PROD15670	PROD21803	PROD14856

New 2TB SKUs (For New Business)

	Government Data Center	Government Data Center	Government Data Center RM Lvl 3	Government Data Center RM Lvl 3	Australia IRAP Protected RM Cloud	Australia IRAP Protected RM Cloud	Singapore RM Cloud	Singapore RM Cloud
Capacity (TB)	2	2	2	2	2	2	2	2
Additional / Included	Additional	Additional	Additional	Additional	Additional	Additional	Additional	Additional
Instance Type	Production	Non-Production	Production	Non-Production	Production	Non-Production	Production	Non-Production
	\$30,000 Annually	\$20,000 Annually	\$39,000 Annually	\$26,000 Annually	\$39,000 Annually	\$26,000 Annually	\$33,000 Annually	\$22,000 Annually
	PROD21134	PROD21135	PROD21144	PROD21145	PROD21788	PROD21789	PROD21792	PROD21793

Cloud Infrastructure - Dedicated Environment

No changes for Zurich Q4

	Dedicated Environment Capacity (for Renewal Only)	Dedicated Environment Capacity (for New Business Only)	Additional Production Instance – Isolated Environment	Additional Non-Production Instance – Isolated Environment
Capacity (TB)	6	10	0	0
Additional / Included			Additional	Additional
Instance Type			Production	Non-Production
	\$250K Annually	\$500K Annually	\$30,000 Annually	\$15,000 Annually
	PROD20936	PROD20933	PROD18698	PROD18699

Cloud Infrastructure – Dedicated Environment - Government

No changes for Zurich Q4

10TB Government SKUs (For New Business Only)

	Dedicated Environment Capacity - FedRAMP Data Center – DISA-CAP POD	Dedicated Environment Capacity - FedRAMP Data Center – Restricted Env (incl. GCC) Internet POD	Dedicated Environment Capacity - FedRAMP Data Center – MEDCOI POD	Dedicated Environment Capacity - Singapore RM Cloud	Dedicated Environment Capacity - Government RM Lvl 3 Data Center	Dedicated Environment Capacity – Australia IRAP Protected RM Cloud
Capacity (TB)	10	10	10	10	10	10
	\$600K Annually	\$500K Annually	\$600K Annually	\$550K Annually	\$650K Annually	\$650K Annually
	PROD21860	PROD21858	PROD21861	PROD21806	PROD21146	PROD21857

6TB Government SKUs (For Renewal Only)

	Dedicated Environment Capacity - FedRAMP Data Center – DISA-CAP POD	Dedicated Environment Capacity - FedRAMP Data Center – Restricted Env (incl. GCC) Internet POD	Dedicated Environment Capacity - FedRAMP Data Center – MEDCOI POD	Dedicated Environment Capacity - Government Data Center	Dedicated Environment Capacity - Singapore RM Cloud	Dedicated Environment Capacity – Australia IRAP Protected RM Cloud
Capacity (TB)	6	6	6	6	6	6
	\$300K Annually	\$250K Annually	\$300K Annually	\$250K Annually	\$275K Annually	\$325K Annually
	PROD18816	PROD18815	PROD18817	PROD09000	PROD14588	PROD15674

Cloud Infrastructure – Performance Testing Instances

No changes for Zurich Q4

Customer Performance Testing Instances

	Customer Performance Testing Instance (Shared Environment)
Capacity (TB)	0
Instance Type	Non-Production
New Business/Renewal	New Business
	\$5,000 / Week
	PROD21932

Government Data Centers

Customer Performance Testing Instance – Per Week (Government Data Center)	Customer Performance Testing Instance - Per Week (Singapore RM Cloud)	Customer Performance Testing Instance - Per Week (France RM Cloud)	Customer Performance Testing Instance – Per Week (Australia IRAP Protected RM Cloud)
0	0	0	0
Non-Production	Non-Production	Non-Production	Non-Production
New Business/Renewal	New Business/Renewal	New Business/Renewal	New Business/Renewal
\$5,000 / Week	\$5,500 / Week	\$5,500 / Week	\$6,500 / Week
PROD08558	PROD14603	PROD14605	PROD15672

Partner Performance Testing Instances

	Partner Performance Testing Instance (Shared Environment)
Capacity (TB)	0
Instance Type	Non-Production
New Business/Renewal	New Business
	\$5,000 / Week
	PROD21933

Government Data Centers

Partner Performance Testing Instance – Per Week (Government Data Center)	Partner Performance Testing Instance - Per Week (France RM Cloud)	Partner Performance Testing Instance – Per Week (Australia IRAP Protected RM Cloud)
0	0	0
Non-Production	Non-Production	Non-Production
New Business/Renewal	New Business/Renewal	New Business/Renewal
\$5,000 / Week	\$5,500 / Week	\$6,500 / Week
PROD08563	PROD14610	PROD15673

Now Assist (Platform & AI Workflows) ^{2, 3}

	Creator Professional Plus v2	App Engine Enterprise Plus
Assists (Annually) ^{1, 4}	300,000	3,600 / FF 480 / UU 3200 / App User
App Engine Studio	✓	
Now Assist	Now Assist for Creator	Now Assist for App Engine
	\$7,500 / Month	
Commercial SKUs	PROD25204	PROD25883 Ask Partner Mgr Ask Partner Mgr
Restricted Env (incl. GCC) SKUs	PROD25207	PROD25885 Ask Partner Mgr Ask Partner Mgr

Additional Assist Pack
\$150,000 / Pack (500,000 assists)
PROD21223

¹ Usage is measured in both production and sub-production instances.

² This Subscription Product is not available for Customers in Self-hosted environments or other restricted environments.

³ Use of this Subscription Product requires use of Next Experience as well as the Generative AI Controller.

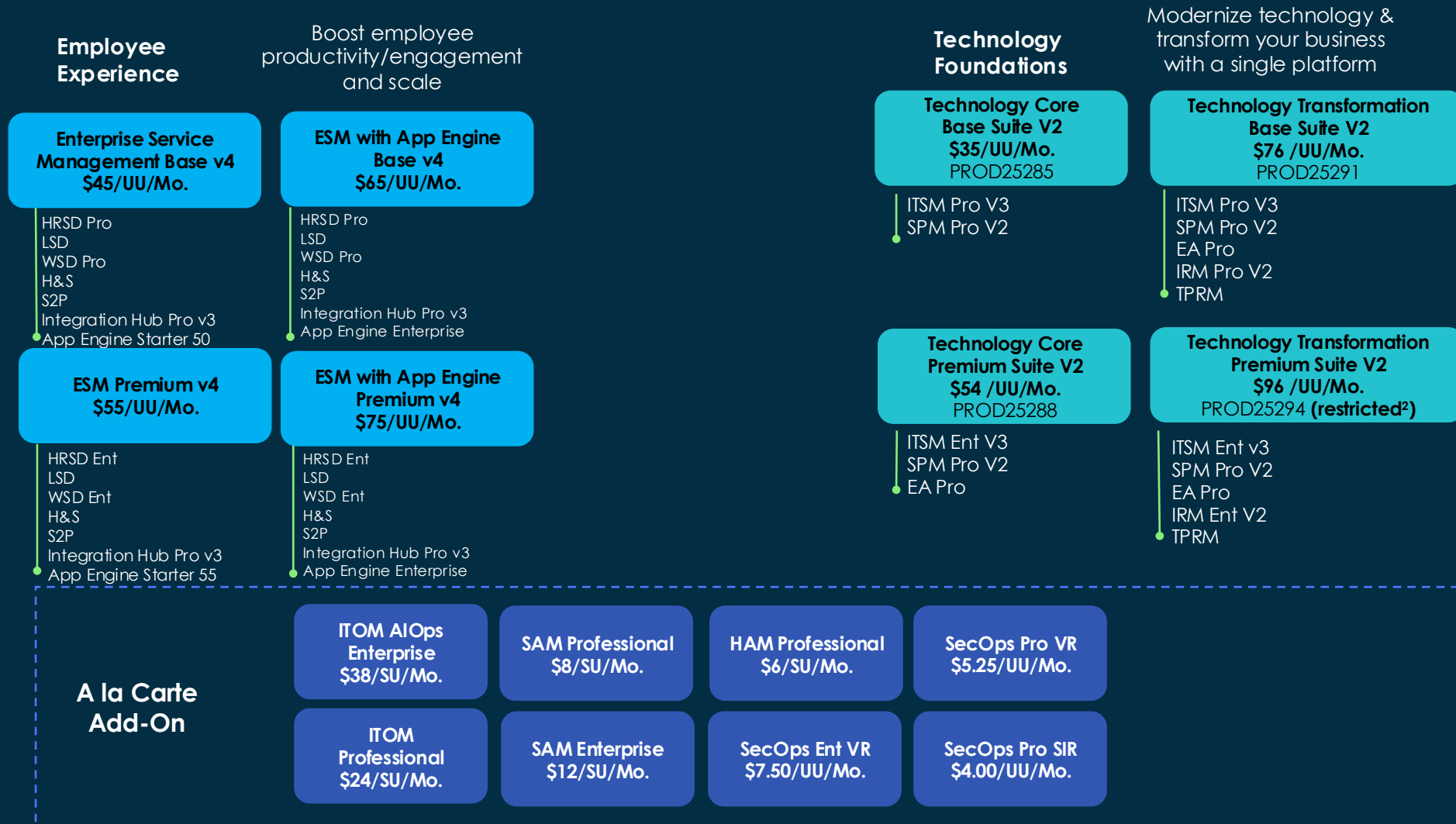
⁴ Additional annual Assists require the purchase of a separate package.

Now Buying Program

Now Buying Program Suites

No changes for Zurich Q4

NBP customers can buy NBP Suites that are on UU, in addition to ServiceNow's standard price books (Exception: ITSM must be on Unrestricted User)



1. Refer to the Pricing SKU Map published in [ServiceNow Pricing Policies](#) for all NBP products
2. For Technology Transformation Premium Suite, please obtain approval from Risk Solution Sales

Partner Pricing and Packaging on the Partner Portal

Resources include:

- Commercial Pricing Guide
- Renewal and Upsell Policy

Thank You!

