



ServiceNow: Pricing Guide (G-Cloud)

Pricing for ServiceNow's solutions is categorized by three primary models: **Fulfiller/User (agents/practitioners)**, **Unrestricted User (UU) (entire workforce)**, and **Subscription Units (SU) (a ratio-based meter for managed infrastructure, devices, or software)**

"Where pricing is provided this is indicative only and maybe subject to change".

An **Unrestricted User (UU)** is defined as **every active user** recorded in the ServiceNow **User (sys_user) table**. This pricing model is generally based on the total size of an **organization's workforce** rather than a specific sub-population of fulfillers.

Key characteristics of an Unrestricted User include:

- **Universal Access:** In this model, **anyone** in the system is granted the right to **access, request, or fulfill** tasks within the applicable application.
- **Broad Population:** The definition includes **all employees and any contractors** who require access to the platform.
- **Consistency Across Products:** A fundamental rule of this model is that **all products purchased** on an Unrestricted User basis must have the **same user count**.
- **Active Designation:** For auditing purposes, a user is typically counted if they are assigned a **unique username** and have a profile designated as **"active"** in the subscription service.
- **Usage Scenarios:** It is often the recommended meter for **employee-focused use cases** where any member of the workforce might need to submit a request.
- **Approval Requirements:** While standard for many modules, applying the Unrestricted User model to certain products, such as IT Service Management (ITSM), may be classified as **"restricted"** and require specific approval from Sales Operations.

Ordering Process

To find out how your organisation can take advantage of Computacenter's services, please contact your Account Manager, call us on 01707 631000 or send an email to government@computacenter.com

Please ensure you reference the GCloud 15 Service ID number in all communication.

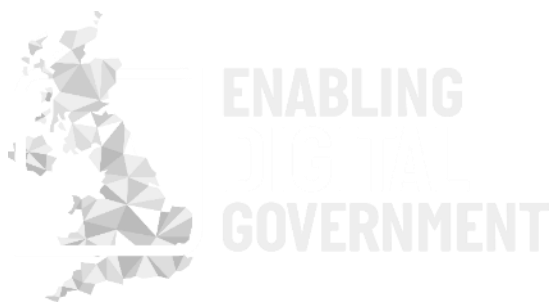
Invoicing Process

Customers are invoiced monthly with 30 days net payment terms

GET IN TOUCH

To find out how your organisation can take advantage of Computacenter's Cloud Propositions, please contact your Account Manager or send an email to government@computacenter.com

<https://www.computacenter.com/uk>



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We help our customers to Source, Transform and Manage their technology infrastructure to deliver digital transformation, enabling people and their business

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