



SMART SERVICES

Service Desk

Pricing Document



Secure



Manageable



Agile



Responsible



Technology

Service Desk

XMA's approach to pricing ensures transparency for our customers and demonstrates flexibility and tolerance of ever-changing market conditions. This solution has been designed specifically to be highly scalable and excellent value for money.

Our pricing structure for this service offering is calculated based on a fixed charge per user per month as detailed in the Figure 1 below:

Attributes	Service Tier		
	Standard	Enhanced	OOH
Shared Service Desk	✓	✓	✓
Dedicated Service Desk	○	✓	○
Core Support Hours (Mon – Fri 08:00 – 18:00)	✓	✓	○
Extended Support Hours (24x7)	○	○	-
Out of Hours (Mon – Fri 18:00 – 08:00, Sat - Sun)	○	○	✓
Extended Hours	○	○	✗
Incident Management - Level 1	✓	✓	✓
Incident Management - Level 2	○	✓	○
Incident Management - Level 3	○	✓	○
Major Incident Management	✓	✓	✓
Problem Management	✓	✓	○
Request Fulfilment	○	✓	✗
Asset Management	○	○	✗
Configuration Management	○	○	✗
Change & Release Management	○	○	✗
Service Reporting	✓	✓	✓
Minimum Contracted Users	500	1,000	500
Charge per User per Month	£ 9.93	£ 17.04	£ 18.87

✓ - Included ○ - Optional ✗ Not available.

Figure 1 - XMA Service Desk Pricing per Tier

Pricing Assumptions

To ensure successful delivery and ongoing performance of XMA's Service Desk, the following assumptions and customer responsibilities apply:

- Pricing is provided based on using XMA's standard ITSM and provisioning tools
- Optional service options listed in Figure 1 required to meet your specific organisation needs will be priced separately.
- All prices quoted exclude VAT.
- Prices and Service Descriptions are subject to the G-Cloud Supplier Terms and Conditions.