



SMART SERVICES

Device Management as a Service

Pricing Document



Secure



Manageable



Agile



Responsible



Technology

Device Management as a Service

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.

Service Tiers

XMA's DMaaS offering comprises three service tiers, giving you the flexibility to outsource as little or as much of your device lifecycle management as you need.

- **CORE:** You retain control of asset management governance across your estate, while XMA handles the heavy lifting of request fulfilment for joiners, leavers, device refresh, and break/fix replacement requests.
- **ENHANCED:** Includes all the features of Core, plus we take responsibility for EUC hardware asset management, asset discovery, and asset management database (AMDB) provision. We provide proactive replacement through device health and fault monitoring, as well as device refresh using lifecycle data captured by the tools we deploy across your estate.
- **ADVANCED:** Includes all the features of Enhanced, plus we take responsibility for EUC software asset management across your entire estate. We provide software discovery, usage monitoring and reporting, licence tracking, auditing, and reconciliation. We deliver SMART refresh using digital experience monitoring tools and offer strategic asset management advice and guidance.

Our pricing structure for this service offering is calculated based on a fixed charge per user per month.

Pricing

The table below identifies the price per device per month for each service tier based on an example estate of 1,000 devices and a 36-month contract term.

Service Tier	Price per Device per Month (£)
CORE	5.30
ENHANCED	7.10
ADVANCED	10.80

Pricing Assumptions

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

- Pricing is provided based on using XMA's standard ITSM and provisioning tools.
- Separate pricing can be provided should the customer require XMA to use the customer's own ITSM and provisioning tools.
- Pricing includes the provision of a monthly service review and XMA standard monthly reports.

- Service fulfilment is dependent on maintaining agreed minimum stock levels at XMA's secure warehouse. Insufficient stock may result in delays to device replacement and onboarding.
- Pricing is provided based on using XMA's standard ITSM and provisioning tools
- DMaaS operates as a resolver group to the customer's existing IT function.
- Integration with customer ITSM tools and direct end-user support are available as optional enhancements.
- Pricing and service efficiency assume the use of Autopilot/Intune imaging. Alternative imaging methods may incur additional costs and longer configuration times.
- DMaaS proposals assume no TUPE obligations are in scope. If TUPE is required, this must be separately negotiated and may affect pricing and timelines.
- Accurate configuration management data (AMDB), Active Directory access, and engagement with key customer personnel are required for service mobilisation and reporting. Incomplete or delayed data provision may impact service delivery.
- The default service model does not include direct end-user support; customers retain responsibility for front-line service desk unless an optional bolt-on is purchased.
- Standard device configuration is expected to take less than 60 minutes. Complex builds may require additional time and should be discussed during onboarding.
- XMA recommends maintaining at least two months' projected stock to mitigate risks associated with supply chain delays or demand surges.
- Prices and Service Descriptions are subject to the G-Cloud Supplier Terms and Conditions.
- All prices quoted exclude VAT.