SPOC

ServiceNow Support packages:

	Basic	Standard	Professional
Transition	Yes	Yes	Yes
Tools	SPOC ServiceNow instance with pre-defined processes	SPOC ServiceNow instance with pre-defined processes	SPOC ServiceNow instance with pre-defined processes
Working hours	08:00 – 17:00 CET/CEST	08:00 – 17:00 CET/CEST	08:00 – 17:00 CET/CEST, 24/7/365 for P1 incidents
Incidents resolution within defined SLA	Yes	Yes	Yes
Service Delivery Manager	Yes	Yes	Yes
Service Catalog Tasks configuration	Yes	Yes	Yes
One upgrade per year to SN market version	Yes	Yes	Yes
Changes implementation	No	Yes	Yes
On-call support for P1 incidents	No	No	Yes
One Health Check per year	No	No	Yes
Consulting and advisory services	No	No	Yes
Suggested hours package	2-10 mandays per month	>10-20 mandays per month	>20 mandays per month

servicenow
ELITE
Partner

Consulting & Implementation

servicenow
ELITE
Partner

Reseller

servicenow
ADVANCED PLATFORM
Partner

Build
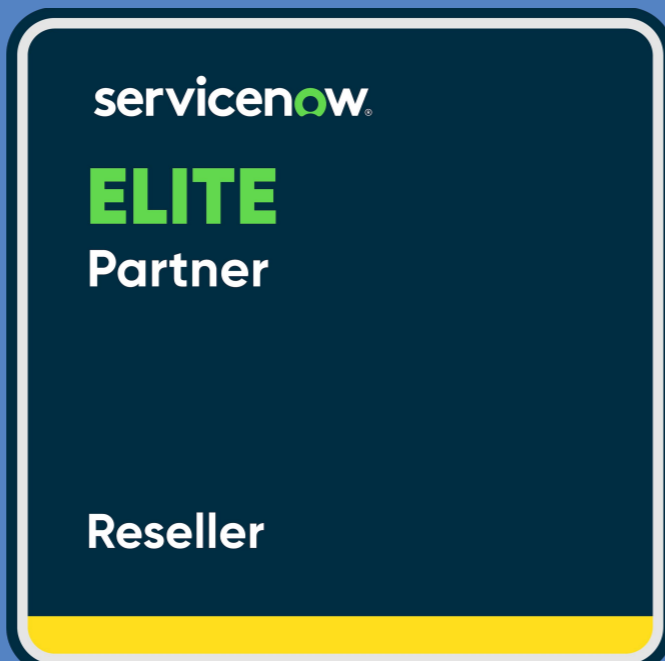
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