

ServiceNow Commercial Portfolio - July 2019 (New York)									
Performance Analytics - PA for the Enterprise or PA for package									
• Edge Encryption • Employee Service Center									
IT Service Mgmt v2	HR Service Delivery Standard v2	Customer Service Mgmt Standard v3	IT Business Management Standard	IRM Standard	Now Platform® App Engine Starter Starter + Standard Professional *  *Includes PA, PI, VA	SecOps Standard-SIR v2	ITOM Operator Standard <sup>2</sup> Discovery, Service Mapping		
	HR Service Delivery Professional v2	Customer Service Mgmt Standard v3	IT Business Management Professional	IRM Professional		SecOps Standard-VR v2		ITOM Operator Professional <sup>2</sup> Discovery, Service Mapping, Event Mgmt, Operational Intelligence	
	HR Service Delivery Enterprise v2	Customer Service Mgmt Professional v3	Application Portfolio Management	IRM Enterprise		SecOps Professional v2		ITOM Operator Enterprise <sup>2</sup> Discovery, Service Mapping, Event Mgmt, Operational Intelligence, Cloud Management	
	Enterprise Onboarding & Transitions v2	Field Service	Modeling Engine	Finance Ops. Mgmt. Standard		SecOps Enterprise v2		ITOM Visibility Discovery, Service Mapping	
IT Service Mgmt Professional v2	Enterprise Onboarding & Transitions v2	Field Service	Modeling Engine	Finance Ops. Mgmt. Standard	Software Asset Mgmt v3	SecOps Professional v2	ITOM Health Event Mgmt, Operational Intelligence		
	Enterprise Onboarding & Transitions v2	Field Service	Modeling Engine	Finance Ops. Mgmt. Standard	Software Asset Mgmt, Client Software Distribution, Software Spend Detection, PA (includes Microsoft and Oracle packs)	SecOps Professional v2	ITOM Optimization Cloud Management		
	Enterprise Onboarding & Transitions v2	Field Service	Modeling Engine	Finance Ops. Mgmt. Standard	Software Asset Mgmt, Client Software Distribution, Software Spend Detection, PA (includes Microsoft and Oracle packs)	SecOps Professional v2	IntegrationHub Standard <sup>1</sup>		
	Enterprise Onboarding & Transitions v2	Field Service	Modeling Engine	Finance Ops. Mgmt. Standard	Software Asset Mgmt, Client Software Distribution, Software Spend Detection, PA (includes Microsoft and Oracle packs)	SecOps Professional v2	IntegrationHub Professional <sup>1</sup> Activity Designer, Activity Packs		
IT Service Mgmt Professional v2	Enterprise Onboarding & Transitions v2	Field Service	Modeling Engine	Finance Ops. Mgmt. Standard	Software Asset Mgmt, Client Software Distribution, Software Spend Detection, PA (includes Microsoft and Oracle packs)	SecOps Professional v2	IntegrationHub Enterprise <sup>1</sup> Activity Designer, Activity Packs, Password Reset, Client Software Distribution		
	Enterprise Onboarding & Transitions v2	Field Service	Modeling Engine	Finance Ops. Mgmt. Standard	Software Asset Mgmt, Client Software Distribution, Software Spend Detection, PA (includes Microsoft and Oracle packs)	SecOps Professional v2	IntegrationHub Enterprise <sup>1</sup> Activity Designer, Activity Packs, Password Reset, Client Software Distribution		
	Enterprise Onboarding & Transitions v2	Field Service	Modeling Engine	Finance Ops. Mgmt. Standard	Software Asset Mgmt, Client Software Distribution, Software Spend Detection, PA (includes Microsoft and Oracle packs)	SecOps Professional v2	IntegrationHub Enterprise <sup>1</sup> Activity Designer, Activity Packs, Password Reset, Client Software Distribution		
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Platform - Assessments, Automated Test Framework, Business Service Maps, Chat, Coaching Loops, Configuration Management Database (CMDB), Connect, Content Management System, Delegated Development, Flow Designer, Form Designer, Google Maps mapping service, Guided Setup, Knowledge Management, Live Feed, Mobile Classic, Mobile Studio, Notify, OpenFrame, Reporting, Script Debugger, Service Catalog, Service Creator, Service Level Management, Service Portal Designer, Skills Management, Studio, Subscription Management, Survey Management, Time Cards, Visual Task Boards, Visualizations, Web Services, Workflow, Dynamic Translations (Premium)									
Cloud Infrastructure - Single-tenant / Multi-instance, Mirrored datacenters, 99.8% Availability, ISO 27001, ISO 27018, SSAE 16 SOC 1 Type 2, SSAE 16 SOC 2 Type 2, FedRAMP Moderate JAB P-ATO, US DOD Level 2, 24x7 Support									

<sup>1</sup> Spokes & Protocols associated with each IntegrationHub package can be found on the IntegrationHub Overview: [www.servicenow.com/upgrade-schedules.html](http://www.servicenow.com/upgrade-schedules.html)

<sup>2</sup> ITOM Standard, Professional, and Enterprise bundles come with ITOM specific Spokes & Protocols (No extra transactions)

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New York Package Pricing

User Based Models			
Packages	Model	Monthly Price	
IT Service Management v2	Fulfiller	\$100	
IT Service Management Professional v2	Fulfiller	\$150	
Customer Service Mgmt Standard v3	CSM User	\$125	
Customer Service Mgmt Professional v3	CSM User	\$175	
CSM Add'l Portal Visits	1000 Visits	\$60	
IT Business Management Professional	ITBM User	\$125	
IT Business Management Standard	ITBM User	\$75	
Application Portfolio Management	APM User	\$500	
HR Service Delivery Standard v2	HR User	\$5	
HR Service Delivery Professional v2	HR User	\$8	
HR Service Delivery Enterprise v2	HR User	\$13	
HR Enterprise Onboarding v2	HR User	\$8	
Employee Document Management v2	30% HR ACV		
Employee Service Center	Unr. User	\$5	
Field Service Management	Fulfiller	\$100	
Now Platform App Engine Starter	Platform User/ UU	\$7/ \$3	
Now Platform App Engine Starter +	Platform User/ UU	\$16/ \$6	
Now Platform App Engine Standard	Platform User/ UU	\$25/ \$8	
Now Platform App Engine Professional	Platform User/ UU	\$100/ \$15	

Additional Use Rights		Model	Monthly Price
Business Stakeholder		Bus. St. User	\$25
Time Card User v2		Time Card User	\$15

Software Asset Mgmt	Model	Monthly Price
Software Asset Management v3	Computer	\$2.5

Transaction Based Models			
Packages	Annual \$	Annual TXs	
IntegrationHub Starter	\$0	1M	
IntegrationHub Standard	\$36,000	500K	
IntegrationHub Professional	\$60,000	2M	
IntegrationHub Enterprise	\$144,000	5M	
Password Reset Limited	\$24,000	12K	

Integrated Risk Management			
Package	Model	Monthly Price	
IRM Standard	IRM User	\$5	
IRM Professional	IRM User	\$9	
IRM Enterprise	IRM User	\$13	
Vendor Risk Mgmt	Vendor	\$80	

Security Operations						
Package	Module Fee (1000 Devices Included)	Device Tiers (\$ per Device per Month)				
		1,001 - 4,999	5,000 - 24,999	25,000 - 49,999	50,000-74,999	75,000 +
VR Standard v2	\$6,250	\$0.60 /Device	\$0.45 /Device	\$0.30 /Device	\$0.25 /Device	\$0.20 /Device
SIR Standard v2	\$6,250	\$0.60 /Device	\$0.45 /Device	\$0.30 /Device	\$0.25 /Device	\$0.20 /Device
Professional v2	\$8,333	\$2.50 /Device	\$2.00 /Device	\$1.25 /Device	\$1.00 /Device	\$0.80 /Device
Enterprise v2	\$12,500	\$5.00 /Device	\$4.00 /Device	\$2.50 /Device	\$2.00 /Device	\$1.60 /Device

ServiceNow Add-On Products			
Edge Encryption		20% of Account Total Net User ACV	
Performance Analytics		20% of Account Total net Subscription Product ACV	
Full Disk Encryption		\$10,000 (\$120,000 annually)	
Database Encryption		\$6250 (\$75,000 annually)	
Dedicated Environment		\$20,833.33 (\$250,000 annually)	
Add'l Application Penetration Test		\$10,000 one time fee	
Instance Data Replication		\$120,000/ 12M IDR TX's/ Producer Instance (add'l TX's purchased separately)	

