Fujitsu North America, Inc. APPENDIX C – PRICING INDEX DIR-CPO-5298 Software (COTS) and Related Services			
Brand	**Category**	**DISCOUNT OF MSRP/List Price**	**Unit of Measure**
1-Software			
ServiceNow	SaaS/The ServiceNow Suite offers Workflow Automation. A Proactive Approach. Robust Security. Uninterrupted Communication. Excellent Incident Management. Self-Service Portal. Seamless Integration. A Scalable Solution. **(Discounts will be based on type of module, quantities and total volume)**	2% to 5%	Varies Depending on the Module and Type of Subscription
2. Related Services			
ServiceNow	*Program Manager*	*13.69%*	*P/hour*
ServiceNow	*Architect*	*13.69%*	*P/hour*
ServiceNow	*Business Process*	*13.69%*	*P/hour*
ServiceNow	*Senior Technical*	*13.69%*	*P/hour*
ServiceNow	*Tester*	*13.69%*	*P/hour*
ServiceNow	*Trainer*	*13.69%*	*P/hour*
ServiceNow	*Implementation Services*	*10.00%*	*P/hour*
ServiceNow	*Project Mangement*	*10.00%*	*P/hour*
ServiceNow	*Technical Services*	*10.00%*	*P/hour*
ServiceNow	*Bronze Support*	*10.00%*	*P/Month*
ServiceNow	*Gold Support*	*12.00%*	*P/Month*
ServiceNow/Fujitsu	*Platinum Support*	*15.00%*	*P/Month*

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3.VOLUME DISCOUNTS			
Qty	**Category**	**Additonal Discount**	**Total Discount**
1-99 units	All ServiceNow products	0.00%	2% to 5%
100-500 units	All ServiceNow products	1.00%	3% to 6%
500+ units	All ServiceNow products	3.00%	5% to 8%

4. Additional Discount Based On Aggregate Sales			
Contract Sales Threshold	**Category**	**Additional Discount**	**Total Discount**
$1,000,000	All Products and Services	2.00%	4% to 7%
$5,000,000+	All Products and Services	3.00%	5% to 8%