

Ref. No: 642
From: Commercial
Date: 26/04/23
Subject: IT Services

REQUEST & RESPONSE

- 1. What IT Service management (ITSM) platform are you currently using? (e.g. ServiceNow, BMC, Freshworks, 4ME) Please provide the platform name.**

Sostenuto.

- 2. When is your current ITSM platform contract due for renewal? Please provide month/year.**

03/2025.

- 3. Who (if there is one) is your current supplier of professional and managed services for your ITSM platform?**

Managed In-House.

- 4. How many user licences do you have for your ITSM platform?**

58 Concurrent User and 94 Named User Licenses.