

ServiceNow Platform Optimisation Healthcheck from Methods

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View

Many Central and Local government organisations have implemented **ServiceNow** to support the delivery of scalable, efficient, consumer-grade digital services to their users. In our experience however, these organisations are failing to achieve intuitive, automated, extensible digital service delivery despite significant investment in their platform. This is most commonly due to **unnecessary customisation, poorly configured processes, and a lack of alignment to best practice**, which can result in:

- Inability to realise predicted cost saving efficiencies
- Performance degradation
- Poor user experience
- Slow delivery of new solutions, releases, and upgrades
- Non-compliance with security policy and audit.

Methods, the leading experts in best practice implementation of the ServiceNow platform, has developed a **[ServiceNow Healthcheck Assessment](#)**. Delivered at organisations including **Home Office** and **HMCTS**, we use our deep expertise of ServiceNow to help you understand how to:

- Prioritise and revert unnecessary customisations to out of the box aligned configuration
- Improve platform performance, scalability, and security
- Accelerate enhancements and value realisation from the platform
- Optimise and enhance end user experience
- Maximise your investment & deliver savings.

Outcomes and benefits:

- Targeted platform review tailored to the needs of your organisation encompassing options for technical, process or organisational level health check scopes.
- Makes practical, prioritised and fully documented recommendations to get the most out of your ServiceNow platform.
- Help you realise your platform's potential including a roadmap to support you in developing further maturity and new services whilst maximising your existing investment.

[Request a ServiceNow healthcheck](#)