

# Driving Operational Excellence with ServiceNow

With a single data model, omni-channel engagement, and packaged workflows, ServiceNow is the AI platform for digital transformation to support your operational excellence goals

## Challenge

Organisations often struggle to deliver the digital transformation that ensures resilience, effective service delivery, and operational excellence. This can be due to disparate and siloed data and systems, resulting in data loss, repetition, and poor communication.

This in turn causes challenges in orchestrating the processes necessary to complete work, service employees and citizens, and do it in a way that is flexible, scalable, fast, and built to last.

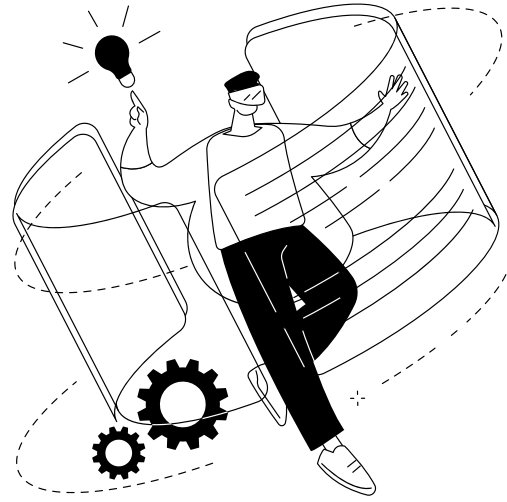
## Service Overview

ServiceNow is the intelligent platform for end-to-end digital transformation, enabling efficiency and growth, sitting over all the data and processes in an organisation.

We focus on delivering business outcomes and do it in a way that is flexible, scalable, fast, and built to last. We offer a range of services to support your ServiceNow journey to drive operational excellence:

- **ServiceNow Licencing**  
Ensures you have the licencing required to deliver your complex ICT portfolios, programmes, and projects.
- **ServiceNow Adoption and Health Assessment**  
An objective expert insight into the adoption of your platform and the health of your production instance configuration.
- **ServiceNow Design and Implementation**  
Rapidly delivers organisational efficiency that saves on cost and transforms Service Delivery within your organisation.
- **ServiceNow Roadmap Development**  
A collaborative engagement to define and prioritise objectives to create a phased roadmap tailored to your needs.
- **ServiceNow Test and Assurance Services**  
Provides scalable testing and assurance services to enable ripple-free delivery combined with consistent quality throughout the release lifecycle.
- **ServiceNow Support Services**  
A range of flexible ServiceNow support services to suit all budgets, scaling from platform maintenance to continual improvement initiatives, ensuring optimal utilisation and alignment with organisational objectives.
- **ServiceNow Platform Remediation vs Reimplementation Assessment**  
An independent review of your instance to recommend the best approach to optimise processes and enhance platform health.

Enabling organisations to optimise processes, maximise productivity, minimise waste, and drive sustainable growth that maximises return on your ServiceNow investment



## Service Features

- 1 ServiceNow thought leadership to drive operational excellence
- 2 Pragmatic, outcome-based business goals alignment for digital transformation
- 3 Service delivery focused, including people, processes, and tools
- 4 Consulting, delivery, and testing expertise for the ServiceNow platform
- 5 Licencing assurance to ensure strategically aligned optimised subscriptions
- 6 Expert insights to maximise ServiceNow functionality and ROI
- 7 Platform health assessment providing structured recommendations to optimise processes
- 8 Collaborative phased roadmaps with defined and prioritised objectives
- 9 Reliable support services for BAU operations and continual improvement
- 10 ServiceNow expertise combined with our broader organisational capabilities

## Benefits

- 1 Complex, cost-effective licencing requirements navigated on your behalf
- 2 Visibility of platform health and adoption to maximise ROI
- 3 Improvement recommendations for process optimisation to enhance digital transformation
- 4 Structured, pragmatic, phased platform roadmaps aligned to organisational goals
- 5 Streamlined implementations, designed and deployed to transform service delivery
- 6 Testing services, ensuring release quality, user acceptance, and operational readiness
- 7 Reliable support options for sustained operational excellence and efficiency
- 8 One team for holistic operational excellence solution delivery
- 9 Tangible business outcomes effectively aligning people, processes, and tools
- 10 Practical operational excellence strategies realised through a pragmatic approach