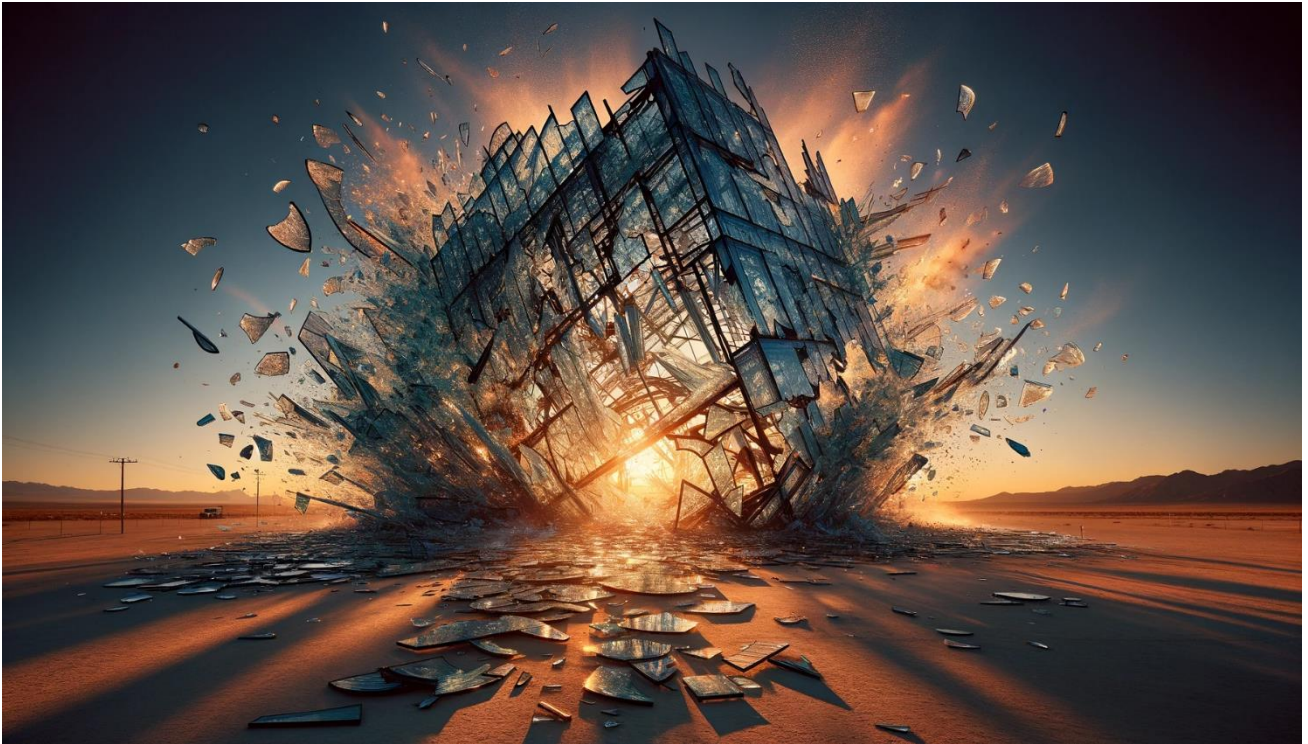# NWT

SERVICENOW

UNLOCKING EXCELLENCE: EMPOWERING ORGANISATIONS WITH SERVICENOW SOLUTIONS

OPTIMISING SERVICENOW IMPLEMENTATIONS

The ServiceNow practice combines NWT's project and program management expertise with certified ServiceNow experts to provide advisory and implementation services. NWT helps to drive automation and simplify workflows using ServiceNow, working with clients to establish clear business objectives and deliver the expected outcomes. Our Team of ServiceNow practitioners will work as your critical friend to ensure the approach, provide objective insights from previous implementations and act as a safety net that assures your success, no matter what.

NWT's SERVICENOW OFFERING FOR A NEW WORLD OF WORK

FEATURES

UPGRADE ASSISTANCE- Smooth transition to the latest version, maximising value and minimising disruptions through expert guidance.

IMPLEMENTATION / AUTOMATION - Collaborative design for simplified workflows, increased automation, and enhanced user engagement.

SERVICENOW MANAGED SUPPORT - Dedicated team for proactive monitoring, troubleshooting, and continuous performance improvement.

PRE-IMPLEMENTATION ADVISORY - Gain strategic insights and develop a comprehensive roadmap for success with expert guidance.

PROJECT ASSURANCE - Deliver projects as expected, within the set timeline, and aligned with budgetary requirements.

INTEGRATION ENABLEMENT - Seamlessly connect ServiceNow with existing systems for real-time information exchange and workflow automation.

BUSINESS CHANGE MANAGEMENT - Tailored strategies for stakeholder engagement and operational readiness to maximise the impact of ServiceNow adoption.

CRITICAL FRIEND REVIEW - Receive unbiased feedback and expert guidance to overcome challenges and achieve your ServiceNow goals.

STAFF AUGMENTATION - Quickly boost project capacity with certified specialists for accelerated delivery and goal achievement.

TRAINING AND EDUCATION - Empower your team with tailored training. Expert instruction ensures skill development for maximising ServiceNow benefits.

BENEFITS

STREAMLINED BUSINESS PROCESSES- Automate and integrate workflows for increased efficiency and productivity.

CLOUD-BASED MODERNISATION- Consolidate legacy systems onto a secure, resilient cloud platform.

IMPROVED IT PRODUCTIVITY- Remove the burden of managing on-premises hardware, enhancing IT productivity.

COST SAVINGS- Eliminate costly legacy products and infrastructure, reducing operational expenses.

EXPERT GUIDANCE AND SUPPORT- Access industry experts for impartial guidance on ServiceNow implementation.

INFRASTRUCTURE OPTIMISATION- Minimise negative impacts of infrastructural changes with visibility into IT processes.

SMOOTH MIGRATION- Migrate from legacy ITSM systems seamlessly, leveraging powerful data transfer capabilities.

TAILORED CONFIGURATION- Ensure firm foundation for implementation with customised configurations.

RISK MANAGEMENT- Balance business value and technical risks of customisation for optimal outcomes.

GOVERNANCE AND TRAINING- Ensure appropriate governance and user training for successful ServiceNow adoption.

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Why NWT?

The strength of our team is our wealth of experience in project and program management across a diverse range of business sectors and customers. Whilst a customer knows their operational or process pain points, they don't have the tools, techniques or resources to address them and many organisations attempt complex/expensive deployments without experience or skills to guide partners. This leads to disappointment and existing investments are untapped because customers don't know how to utilise/maximise capabilities fully. NWT brings confidence in project and solution integrity and alignment to strategic goals through objective analysis and project assurance and can assist customers in fully realising benefits from transformed processes and adoption as part of a technology implementation and maximise value from existing ServiceNow investments.

Using the NWT 5D Methodology, we define a consistent way of establishing visions and goals to deliver a successful implementation. This methodology allows us to construct a plan which will help align your people, process, and technology so you can reap the benefits from your ServiceNow implementation or upgrade.

Define
The first step is to define what your goals are and what you aim to achieve, and how you want your implementation to look. This includes reflecting on and documenting your current solution and how this would change depending on what you want to come from the implementation.

Discover
This stage entails documenting the critical components of your existing solution and evaluating the process controls and workflows. NWT will work with the client to assess what needs to be maintained and identify areas for improvement.

Decide
By this stage, a budget and timeline should be firmly established and process workflows should be identified. NWT will design a plan that is built on the desired outcome based on IT and business capabilities to establish what and when ServiceNow can provide to the organisation and the steps required to implement those capabilities.

Develop
This stage is where the migration will be developed and changes will begin. It is important that your team understand the best use of the platform, so having ServiceNow experts would be beneficial to train the team during and post implementation.

Deploy
The implementation will then be deployed to ServiceNow, and testing, training and support checks will begin to ensure that the system can be used as required and everyone can use it as intended.

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OUR DIFFERENTIATOR

Independent & Unbiased – We have no allegiance to any partner or vendor, only the customer's best interests.

Complementary Expertise – Deep program experience complements technical capabilities—holistic view beyond just implementations.

Customer Advocacy – Understand challenges from your perspective. We guide partners to meet business needs, not just deploy software.

Reduced Risk – Proven methods and oversight actively reduce project risk and the likelihood of issues.

Scope Optimisation – Right-size implementations to customer capability. This avoids over-scoping and disappointment.

Maximise Existing Investments – Find overlooked capabilities already licensed and help drive adoption—more value from the current platform.

Business Transformation – Move beyond technical projects to enable process change and adoption for outcomes.

Implementation Governance – Tools, templates, and frameworks bring discipline, often needing more customer-led projects.

Pre and Post-Implementation – End-to-end guidance brings continuity before and after the project.

Outcomes Focused – Prioritise benefits realisation over meeting arbitrary timelines.

Our goal is to help drive process automation and workflow standardisation and provide high quality implementations through shared best practices, experience, and expertise. We have confidence that our solutions will meet your business needs and help you realise the benefits of this digital transformation.

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CLIENT - UK POLICE FORCE

Business Requirement - Migration from legacy ITSM tools and processes to ServiceNow and establish capability to support automated Discovery using ITOM and provide the foundation for a SIAM (Service Integration & Management) Model that would enable the Police Force to manage multiple suppliers and departments using the ServiceNow platform.

The NWT Engagement

- Adoption of 5D methodology to structure overall project delivery, ensuring the project's successful initiation, planning, configuration, and testing phases.
- Leveraged ServiceNow "NowCreate" to provide best practice product documentation, templates and knowledge.
- Provided a dedicated Process Consultant to assist the client's Process Leads in defining their future ITSM processes and operating model aligned to the ServiceNow out of the box workflows, data model and forms.
- Provided architectural guidance and configuration support for the deployment of key integrations with Active Directory and MS InTunes.
- Managed the development team, using agile methods to track and configure given requirements and track progress against plan.
- Supported transition planning, providing guidance on training, testing, upgrades and knowledge transfer.

CLIENT – UK MANAGED SERVICES PROVIDER

Business Requirement – Merger and decommissioning of two separate legacy service management tools onto a single greenfield ServiceNow instance with Domain Separation. Reconfigure delivery model to work through ServiceNow CSM and ITSM and the deployment of ITOM Visibility for automated Discovery.

The NWT Engagement

- Working closely with the Project Sponsor, NWT established a ServiceNow Project Implementation Product Oriented Delivery (POD), which managed both the customer transformation and the assigned implementation partner.
- Established a detailed plan and inventory of the existing tool and process landscape.
- Provided a dedicated Process Consultant to assist the client's Process Leads in defining their future CSM and ITSM processes and operating model aligned to the ServiceNow out of the box workflows, data model and forms.
- Provided architectural guidance and configuration support for the deployment of 20+ incident and event integrations.
- Managed a 3rd party development team, using agile methods to track and configure given requirements and track progress against plan.
- Created dashboards and reports to provide real-time updates to management team on configuration progress, project plan and RAID log.
- Provided a dedicated test lead to oversee and complete functional and user acceptance testing, including production of test scripts and test completion reports.
- Managed the ServiceNow Training Team to complete the required training collateral and deliver to the nominated training leads.
- Established a network of Change Champions to support knowledge transfer and drive engagement in the change in tools and working practices.
- Created a dedicated workstream for end to end management of 300+ customer migrations from legacy tools to ServiceNow CSM.

NWT's ServiceNow expertise provides, insights and guidance you need to help you deliver an outstanding user experience in an increasingly complex IT environment where people work at any time, in any place and on any device. In this dynamic business landscape, organisations encounter formidable hurdles in aligning with evolving demands for automation, consumer-grade user experience, and data-driven workflows. Addressing these challenges necessitates a multifaceted approach, navigating complexities in operations, facilitating comprehensive business transformations, and orchestrating process re-engineering and architecture. At NWT, we excel in crafting strategic roadmaps that steer businesses towards their goals with precision. Our prowess spans the entire ServiceNow platform, underpinned by robust project governance, ensuring knowledge-driven implementations that yield enduring results.

WHAT TO EXPECT FROM NWT:
With NWT, expect a diligent team of ServiceNow experts with real world experience and expertise in managing big and complex projects. We offer governance, transition, testing and training support. Our approach ensures maximised return on investment, balancing cost and risk, while delivering quality, timely and unparalleled value.

OUR WAY OF WORKING:
NWT operates under a rigorous, yet adaptable, 5D governance framework. This approach ensures that our customers experience results that generate maximised return on investment at the most appropriate mix of cost and acceptable risk. We work closely with our clients to develop a comprehensive roadmap, taking into consideration the technology, people, and processes to ensure that the expected benefits are realised.

OUR ONBOARDING PROCESS:
NWTs onboarding approach starts with 'Define' in the 5D Methodology. It involves establishing the migration approach that is right for your business. This includes clearly documenting what you want to achieve and what success looks like. Helping to define and prioritise your return-on-investment goals and match them to implementation priorities. It also involves documenting the important components of your AS-IS and TO-BE solution including process workflows, customisations and integrations.

OUR OFFBOARDING PROCESS
Upon project completion, our offboarding process ensures a smooth transition. We conduct thorough lessons learned sessions, showcasing achievements through a final demo. Knowledge transfer sessions equip your team with essential skills for continued success. Additionally, we provide ongoing post-go-live support, ensuring a seamless transition and empowering your team for future endeavors.

Training and knowledge transfer

Typically, NWT takes a "train the trainer" approach throughout any engagements we undertake. Where relevant, your team will be mentored and coached in both the technologies and architectures we are delivering and in how to pass this knowledge on to their colleagues. We work closely with our clients' technical staff throughout our engagements, helping them to "learn by doing" and transferring essential skills and knowledge to your in-house team. We can also source and arrange formal training for our clients and their staff via relationships we have in place with key vendors and training providers.

Support

Support is carefully tailored to the engagement and the specific requirements or your organisation.

Remote working

All our services can be delivered remotely if required.

In summary

NWT can offer a full capability to support complex ServiceNow transition or transformation programmes and projects as well as more focused support to help address a specific business or automation challenge.
Whatever you require, we will apply our wealth of Industry and Government experience to guide you on your Digital Transformation journey. Equipping you with all you need from inception to the transfer of capability.

To discuss your requirements in more detail, please contact info@nwt.work indicating your area of interest and a member of our team will contact you to discuss with you.

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