



Accelerating **Business Transformation**

G-Cloud 14



Crown  
Commercial  
Service





## ServiceNow Partner Specializing in **Cloud-Based Enterprise Service Management**

We are a cloud-based enterprise service management firm committed to ensuring our clients' satisfaction. Specializing in ServiceNow, we offer a wide range of services including implementation, managed services, virtual administration, and custom application development across various domains of the ServiceNow Platform.

Our founders bring extensive experience from service delivery and operations backgrounds, having been previous customers of ServiceNow themselves. This unique perspective enables us to empower businesses to leverage the full benefits of the ServiceNow platform for their workflow needs. With years of expertise and domain knowledge, we excel in cloud management integrations, offering specialist strategy, technical expertise, and optimal delivery.

Having completed over 50 ServiceNow implementations and 40 consulting projects, our vision is centered around accelerating business transformation. Our mission is to enable our clients to enhance both their business and social value through our services.

As a Premier ServiceNow partner, we adhere to proven methodologies and industry best practices in implementing projects. We provide comprehensive support and training with every project we undertake, ensuring the success of our clients' endeavors.

You can find us [Intelibliss Ltd \(servicenow.com\)](https://www.intelibliss.com/service-now)

# Our Services



## ServiceNow Design & Consulting

- Solution Design: architect the optimal solution
- Integration with other systems and applications
- Process Optimization: Assessing and optimizing existing processes
- Performance and Scalability Assessment



## Managed Services

- Delivering ServiceNow Managed Service - One Stop Shop experience
- Hybrid cost effective onsite/ remote working model
- Minimize Operational and Project Delivery risks
- Analytics solution that integrates with Machine Learning



## ServiceNow Business Process Outsourcing

- Strategize and plan
- ServiceNow Readiness Assessment
- ServiceNow Strategy & Roadmap
- ServiceNow Service Management Operational Framework



# Our Services



## Implementation Services

- Business process reengineering
- Facilitated requirements gathering and workshops
- Architecture and design
- Best practice configuration and development
- User and technical documentation
- In person and remote training
- Operations and maintenance



## Focus Solution – ITOM Optimization & Cloud Management

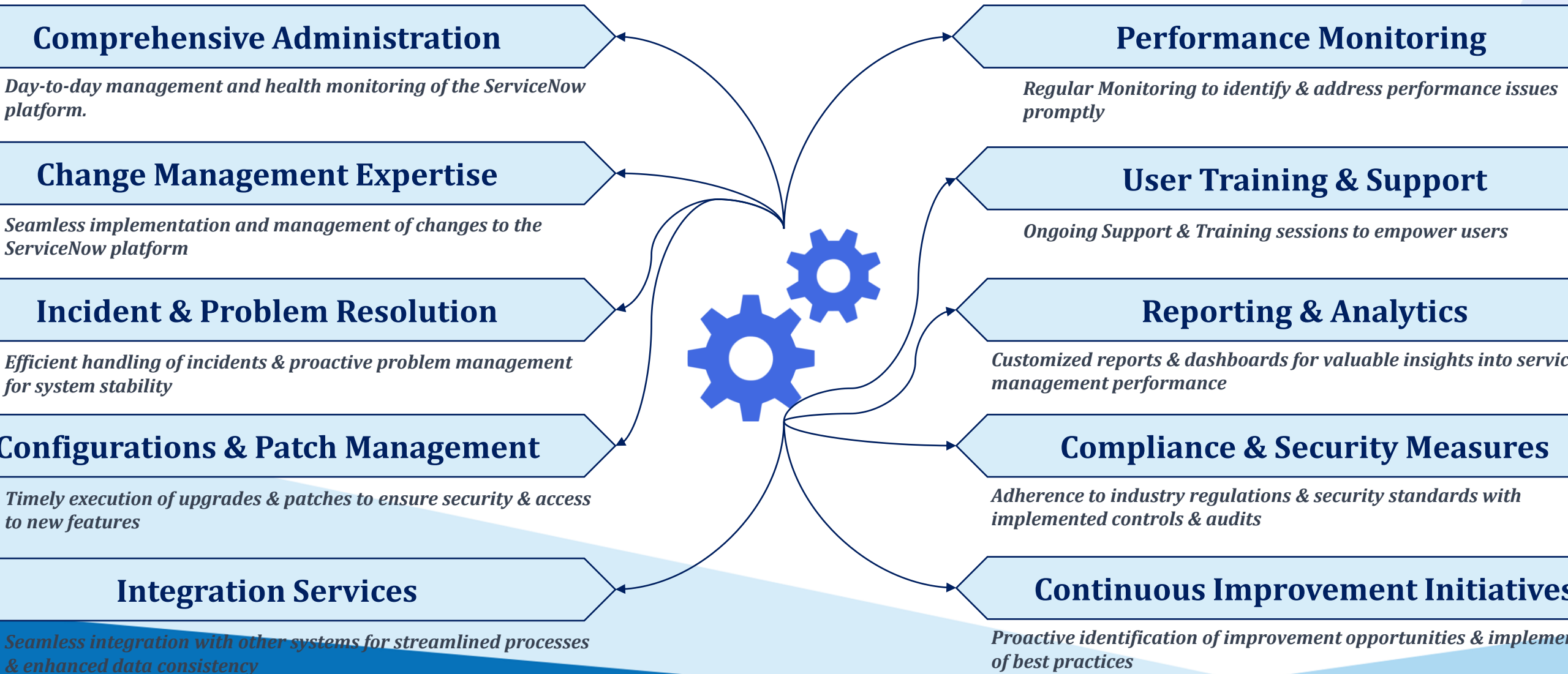
- Preferred partner for ServiceNow Cloud Provisioning (CPG) and Cloud Configuration Governance (CCG) Implementation
- ServiceNow Custom Application Development and Integration
- Cloud orchestration and Day 1 & Day 2 operations through ServiceNow
- DevOps Integrations, AIOps & Service automations

## MANAGED SERVICES



The Intelibliss Managed Service ensures a guaranteed response to requests and incidents impacting your ServiceNow platform, encompassing supplier integrations, customized scripts, and functions. Additionally, the service incorporates an agreed quota of minor development changes to enhance your ServiceNow implementation. Our experienced Intelibliss staff will deliver this service remotely, leveraging their in-depth knowledge of your platform.

# Our Managed Services Offerings



## MANAGED SERVICES

With access to cutting-edge software and expertise in security & compliance, we excel in technology solutions. Our methodology enhances productivity and mitigates business risk effectively.



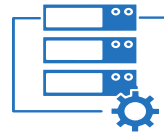
Expert Team



Lower Cost



Data Compliance



Flexibility of System



Focus on Business Goals



Extensive Support / Training

# Managed Service

## ServiceNow Support (Tier 1)

- Manage incidents
- Manage requests
- Dashboard management
- Create custom reports
- Triage defects and enhancements
- Create knowledge base articles
- Create & manage groups, roles and core data (users, locations, etc.)
- Create and manage SLAs
- Create and manage surveys
- Manage system configuration

## Advanced Support (Tier 2)

- Liaise with service management teams and supplier tooling teams
- Troubleshoot complex incidents
- Impact assess changes and enhancements
- Impact assess patches & upgrades
- Liaise with ServiceNow on technical matters

The Managed Service includes the following activities as they apply to the ServiceNow service:

### Service Management & Governance

- Service Governance
- Service Reporting
- Monthly Service Reviews

### Platform Administration

- Monitor performance
- Review logs and address issues
- Environment management
- MID server maintenance
- Patch management (quarterly)
- Upgrade management (annual)

### Change / Release Management

- Attending CAB
- Change management
- Release management
- 4 changes per month\*



# Remote Support Hours

## Tier 1:

- Resolve ServiceNow incidents
- Fulfil ServiceNow requests
- Creation of more complex reports, dashboards, homepages and performance analytics indicators
- Creating / editing workflows
- Manage request catalogue (new items)
- Create and manage SLAs
- Create and manage surveys
- Troubleshooting ServiceNow performance issues and errors
- Manage system configuration
- Support CIPD teams where needed

## Tier 2:

- Liaise with service management teams and supplier tooling teams
- Troubleshoot complex incidents both internally and from ServiceNow monitoring
- Impact assess changes and enhancements
- Liaise with ServiceNow on technical matters

Access to your Remote Support is limited to operational hours which are Monday to Friday between the hours of 0900 and 1700, excluding Bank Holidays in England and Wales.

## Routine Administration:

- Monitor performance
- Review logs and address issues
- Environment management
- MID server maintenance
- Attending CAB
- Change management
- Release management

Remote Support Hours can be purchased in batches, starting at 250 Hours

The Managed Service will operate on Monday to Friday, excluding Bank Holidays in England and Wales, between 09:00 and 17:00.

Intelibliss shall make themselves available throughout all operational hours to all users by either the ServiceNow portal or telephone. Outside of operational hours, Intelibliss will be available to contact on a reasonable endeavours basis to P1 graded incidents. ServiceNow Support is available 24x7x365 (as per existing support contract with ServiceNow) and should be contacted in the first instance for resolution. The SLA's Intelibliss track and monitor against are as follows:



Priority	Definition	Supplier response time
P1	Any defect that causes a platform production instance not to be available	15 minutes
P2	Any defect that causes a critical function to fail, or a defect is identified within a critical function of the platform putting it at risk of failure	30 minutes
P3	Any defect that impedes work or progress within the platform	4 hours
P4	Any defect that does not significantly impede work or progress	1 Business Day

Please note we track response only (which we can control) not resolution (that can sit outside of our control with ServiceNow as the actual vendor themselves). ServiceNow SLA's can be found here: <https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/legal/subscription-service-guide-upgrade.pdf>



# Contact Us

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