G-Cloud 14 Service Definition

ServiceNow Managed Service

May 2024

ABOUT US

We are a leading and independent digital business transformation partner, helping businesses to define their tomorrow, today.

With a focus on customer experience (CX) excellence and enterprise technology, we help organisations across various industries and public services to drive growth, efficiency, and innovation for the future.

Key Foundations

Expertise

We boast a team of seasoned professionals with extensive experience in digital transformation, CX strategy, enterprise technology implementation, and change management.

Services

Our services are designed to guide organisations through every stage of their digital transformation journey. From strategy and planning to technology implementation and ongoing support, we provide tailored solutions to meet the unique needs of each client.

Approach

We are committed to delivering exceptional value to our clients. By taking a client-centric approach, we collaborate closely with organizations to understand their goals, challenges, and opportunities, ensuring that the solutions provided align with their business objectives and exceed their customer's expectations.

Outcomes

We are dedicated to delivering measurable results. Whether it's improving operational efficiency, enhancing customer satisfaction, or driving revenue growth, we work tirelessly to help clients achieve their desired outcomes and realise the full potential of their digital investments.

OUR VISION

Be the catalyst for **transformative change***, pioneering the way forward for businesses, citizens and society by leveraging cutting-edge technology and innovative strategies to define* **future business models, drive growth and create lasting impact***.*
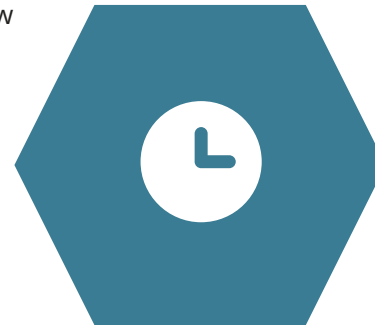
transform CX

Core values

Innovation

We embrace creativity, curiosity, and continuous learning, fostering a culture of innovation where new ideas are encouraged, and bold solutions are embraced.

Collaboration

We believe in the power of collaboration and teamwork, recognizing that diverse perspectives and collective effort drive innovation and success.

Customer centricity

We prioritize the needs and preferences of our customers above all else, striving to deliver exceptional value and exceed expectations in every interaction

Integrity

We conduct ourselves with honesty, transparency, and ethical integrity in all aspects of our work, building trust and credibility with our clients, partners, and colleagues.

Accountability

We hold ourselves accountable for our actions and outcomes, taking responsibility for our decisions and commitments and delivering on our promises.
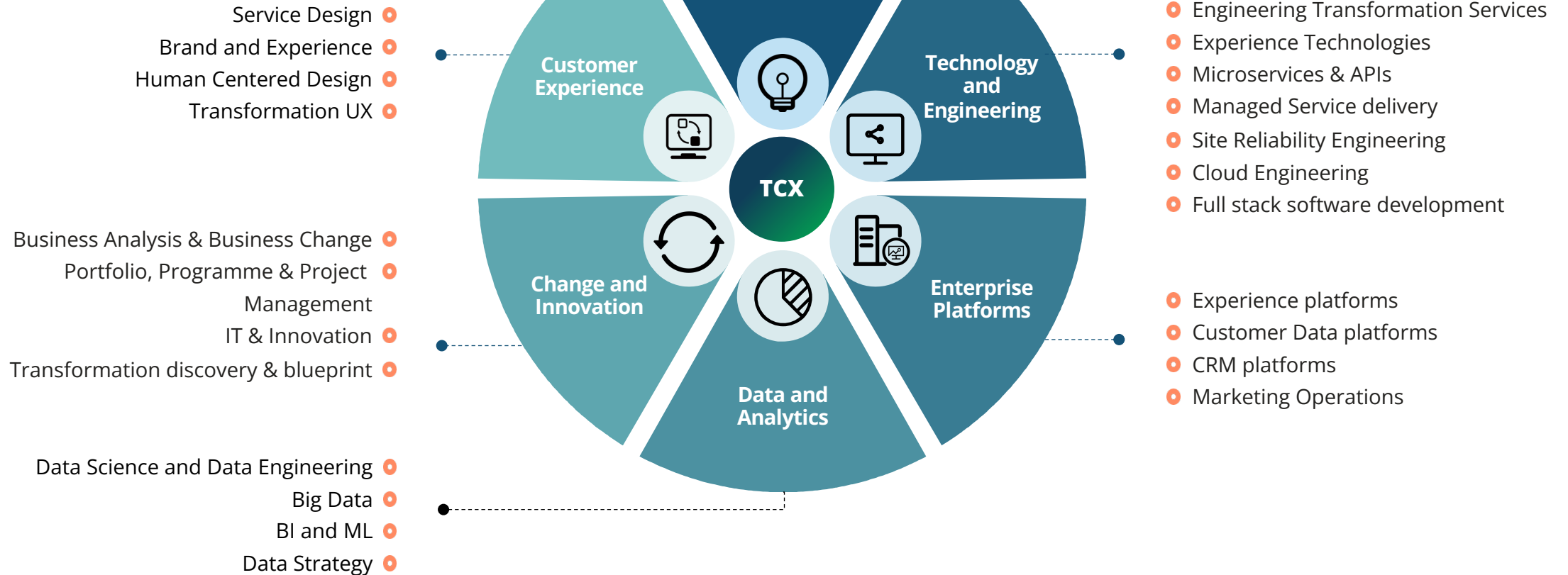
transform CX

What we do

Service Design ●
Brand and Experience ●
Human Centered Design ●
Transformation UX ●

Business Analysis & Business Change ●
Portfolio, Programme & Project ●
Management
IT & Innovation ●
Transformation discovery & blueprint ●

Data Science and Data Engineering ●
Big Data ●
BI and ML ●
Data Strategy ●

Strategy and Consulting

Technology and Engineering

Customer Experience

TCX

Enterprise Platforms

Change and Innovation

Data and Analytics

● Management Consulting
● Transformation strategy
● Technology strategy
● Customer experience strategy
● Data and AI strategy

● Engineering Transformation Services
● Experience Technologies
● Microservices & APIs
● Managed Service delivery
● Site Reliability Engineering
● Cloud Engineering
● Full stack software development

● Experience platforms
● Customer Data platforms
● CRM platforms
● Marketing Operations

Our Locations

Europe

167-169 Great Portland Street
5th Floor, London
W1W 5PF

Unit 6, Capital Business Park
Manor Way, Borehamwood
WD6 1GW

India

Block K, Building No. 10
Malviya Nagar
New Delhi - 110017

United States

Coming in 2024

transformCX

ServiceNow Managed Service

SERVICE DEFINITION

Service Description

ServiceNow Managed Services involve the ongoing management, administration, and optimization of the ServiceNow platform, a leading cloud-based service management platform.

This service includes proactive monitoring, incident management, configuration updates, and continuous improvement to ensure that ServiceNow operates efficiently and aligns with the organization's service delivery objectives.

We provide organizations with a dedicated team of experts who can oversee the day-to-day operations of their ServiceNow environment, maintain system stability, and drive continuous improvement.

By outsourcing the management of ServiceNow, organizations can optimize their service delivery processes, enhance user experiences, and improve overall efficiency.

SERVICE DEFINITION

What can it do for you?

1. **Proactive Monitoring and Incident Management:** We proactively monitor the health and performance of the ServiceNow platform, identifying and resolving issues in real-time to minimize service disruptions. Our team manages incident tickets, conducts root cause analysis, and implements corrective actions to ensure system reliability and availability.

2. **Configuration and Customization Updates:** We perform regular configuration updates and customizations to ensure that the ServiceNow platform meets the organization's evolving business requirements. Our team collaborates with stakeholders to implement new features, enhance workflows, and optimize configurations to improve service delivery efficiency.

3. **Service Catalogue Management:** We manage the Service Catalogue within ServiceNow, ensuring that services are defined, documented, and accessible to users. Our team reviews and updates service offerings, publishes service catalogues, and maintains service catalogue records to ensure accurate and up-to-date service information.

4. **Continuous Improvement Initiatives:** We drive continuous improvement initiatives to enhance the value and effectiveness of the ServiceNow platform over time. Our team analyses platform usage metrics, gathers user feedback, and identifies opportunities for optimization, automation, and process improvement to maximize the ROI of ServiceNow investment.

5. **User Training and Support:** We provide user training and support services to ensure that stakeholders are proficient in using the ServiceNow platform effectively. Our team conducts training sessions, workshops, and knowledge transfer sessions to empower users to leverage ServiceNow's features and capabilities to improve service delivery outcomes.

6. **Experience in Public Sector:** With extensive experience in delivering service management solutions for public sector organizations, we understand the unique challenges and requirements of the public sector landscape. Our team has successfully implemented and managed ServiceNow solutions for government agencies, local authorities, and public sector entities, helping them streamline service delivery, improve operational efficiency, and enhance citizen satisfaction.

SERVICE DEFINITION

Key Features

1. **24/7 Monitoring and Support**: Provide round-the-clock monitoring and support for ServiceNow instances, ensuring optimal performance, availability, and reliability of IT services.

2. **Incident Management**: Implement robust incident management processes to promptly address and resolve IT incidents, minimizing downtime and disruptions to business operations.

3. **Change Management**: Implement change management processes to manage updates, patches, and configuration changes to ServiceNow instances, ensuring stability, security, and compliance.

4. **Problem Management**: Proactively identify and address underlying root causes of recurring incidents and problems within ServiceNow instances, reducing the impact on users and improving service reliability.

5. **Service Catalogue Management**: Manage and maintain the ServiceNow service catalogue, ensuring accurate and up-to-date service offerings that align with business needs and priorities.

6. **Service Level Management**: Define and manage service level agreements (SLAs) and operational level agreements (OLAs) for ServiceNow services, ensuring service delivery meets or exceeds agreed-upon performance targets.

7. **Release Management**: Coordinate and manage the release of new features, enhancements, and updates to ServiceNow instances, ensuring smooth and controlled deployments with minimal disruption to users.

8. **Configuration Management**: Maintain an accurate and up-to-date configuration management database (CMDB) within ServiceNow, providing a single source of truth for IT assets, configurations, and relationships.

9. **Security Management**: Implement comprehensive security measures and controls to protect ServiceNow instances and data from security threats, vulnerabilities, and unauthorized access.

10. **Integration Services**: Integrate ServiceNow with other IT systems, applications, and tools to streamline data flow and business processes across the organization, improving efficiency and collaboration.

SERVICE DEFINITION

Key Features contd..

11. **Reporting and Analytics**: Develop custom reports, dashboards, and analytics within ServiceNow to provide actionable insights and data-driven decision-making capabilities for IT leaders and stakeholders.
12. **User Training and Support**: Provide training and support services for ServiceNow users to enhance their skills, knowledge, and proficiency in using the platform effectively for IT service management.
13. **Service Automation**: Implement automation workflows and processes within ServiceNow to automate routine tasks, reduce manual effort, and improve productivity and efficiency across IT operations.
14. **Service Portal Customization**: Customize and configure the ServiceNow service portal to provide a personalized and intuitive user experience for IT service consumers, improving satisfaction and adoption.
15. **Vendor Management**: Coordinate and manage relationships with ServiceNow vendors and partners to ensure alignment with business goals, project timelines, and quality standards.
16. **Continuous Improvement**: Drive continuous improvement and innovation in ServiceNow services through regular performance reviews, feedback analysis, and iteration cycles.
17. **Cost Optimization**: Identify opportunities for cost optimization and efficiency improvement in ServiceNow instances, helping clients achieve maximum return on investment (ROI) from their IT service management investments.
18. **Compliance Management**: Ensure compliance with relevant regulatory requirements, industry standards, and organizational policies in ServiceNow implementations, safeguarding data privacy, security, and integrity.
19. **Knowledge Transfer**: Facilitate knowledge transfer and skills development within the client organization, empowering internal teams to take ownership of ServiceNow administration and drive innovation independently.
20. **Customer Satisfaction Management**: Prioritize customer satisfaction by actively seeking feedback, addressing concerns, and taking corrective actions as needed to meet or exceed client expectations.

SERVICE DEFINITION

Key Benefits

1. **Customized Solutions**: TransformCX offers customized ServiceNow Managed Services tailored to the unique needs and requirements of public sector organizations, ensuring that solutions align with their specific goals and objectives.

2. **Efficient Incident Management**: With ServiceNow Managed Services, public sector organizations can streamline incident management processes, enabling them to identify, prioritize, and resolve issues more efficiently, minimizing disruptions to operations.

3. **Comprehensive Support**: TransformCX provides comprehensive support services as part of ServiceNow Managed Services, ensuring that public sector organizations have access to the expertise and assistance they need to resolve issues and optimize system performance.

4. **Continuous Monitoring and Maintenance**: We offer continuous monitoring and maintenance of ServiceNow systems, ensuring that public sector organizations can identify and address potential issues proactively, minimizing downtime and disruptions.

5. **Automated Workflows**: ServiceNow Managed Services automate repetitive tasks and workflows, enabling public sector organizations to improve efficiency and productivity by eliminating manual processes and streamlining operations.

6. **Scalability and Flexibility**: Our ServiceNow Managed Services are designed to scale with the needs of public sector organizations, allowing them to accommodate growing volumes of incidents, users, and evolving requirements over time.

7. **Cost Savings**: By outsourcing ServiceNow management to TransformCX, public sector organizations can realize cost savings by eliminating the need for in-house IT staff and infrastructure maintenance costs.

8. **Data Security and Compliance**: ServiceNow Managed Services from TransformCX include robust data security measures and compliance checks, ensuring that public sector organizations can protect sensitive information and maintain compliance with relevant regulations.

9. **Access to Expertise**: TransformCX provides access to a team of experienced ServiceNow experts who can provide guidance and support to public sector organizations, ensuring that they can maximize the value of their ServiceNow investment.

SERVICE DEFINITION

Key Benefits contd..

10. **Improved Efficiency and Productivity**: ServiceNow Managed Services streamline operations and enhance productivity by automating workflows, providing real-time insights, and facilitating collaboration across departments within public sector organizations.

11. **Enhanced Citizen Experience**: By leveraging ServiceNow Managed Services, public sector organizations can enhance the citizen experience by providing efficient and responsive services, ultimately improving satisfaction and trust in government services.

12. **24/7 Support**: TransformCX offers 24/7 support as part of ServiceNow Managed Services, ensuring that public sector organizations have access to assistance whenever they need it, regardless of the time or day.

13. **Integration Capabilities**: We facilitate integration with other systems and platforms used by public sector organizations, ensuring seamless data flow and interoperability to support their operations.

14. **Training and Knowledge Transfer**: TransformCX provides training and knowledge transfer services to ensure that public sector organizations have the skills and capabilities they need to manage their ServiceNow systems effectively.

15. **Measurable Results**: ServiceNow Managed Services enable public sector organizations to track and measure the impact of their operations, providing insights into performance and areas for improvement to drive continuous optimization and success.

Social Value

Social Responsibility

We recognise our responsibility to society and strive to make a positive impact through our business practices, philanthropic efforts, and advocacy for social causes that align with our values.

Diversity and Inclusion

We celebrate diversity and foster an inclusive environment where individuals of all backgrounds feel valued, respected, and empowered to contribute their unique perspectives.

Environment

We are committed to environmental stewardship and sustainability, minimizing our environmental footprint, conserving resources, and promoting eco-friendly practices in our operations.

Health and Well-being

We prioritise the health and well-being of our employees, clients, and communities, promoting a culture of wellness, work-life balance, and mental health awareness.

Digital Inclusion

We advocate for digital inclusion and accessibility, working to bridge the digital divide and ensure that everyone has equal access to technology, information, and opportunities in the digital age.

Skill Development

We invest in education and skill development initiatives to empower individuals with the knowledge, tools, and opportunities they need to succeed in the digital economy and beyond.

Selection of our clients

transform CX

ABOUT US

Experience of our core team

THANK YOU

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Contact Details

For this service, please contact our Public Services team on gov@transformcx.co.uk

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CYBER ESSENTIALS CERTIFIED PLUS

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Microsoft Partner

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