

G-Cloud 14 Service Definition

ServiceNow Assurance Services

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.

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.

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.

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.***

Core values

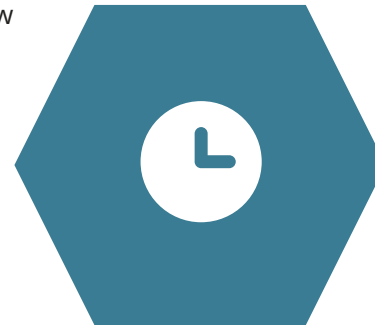
Innovation

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.



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

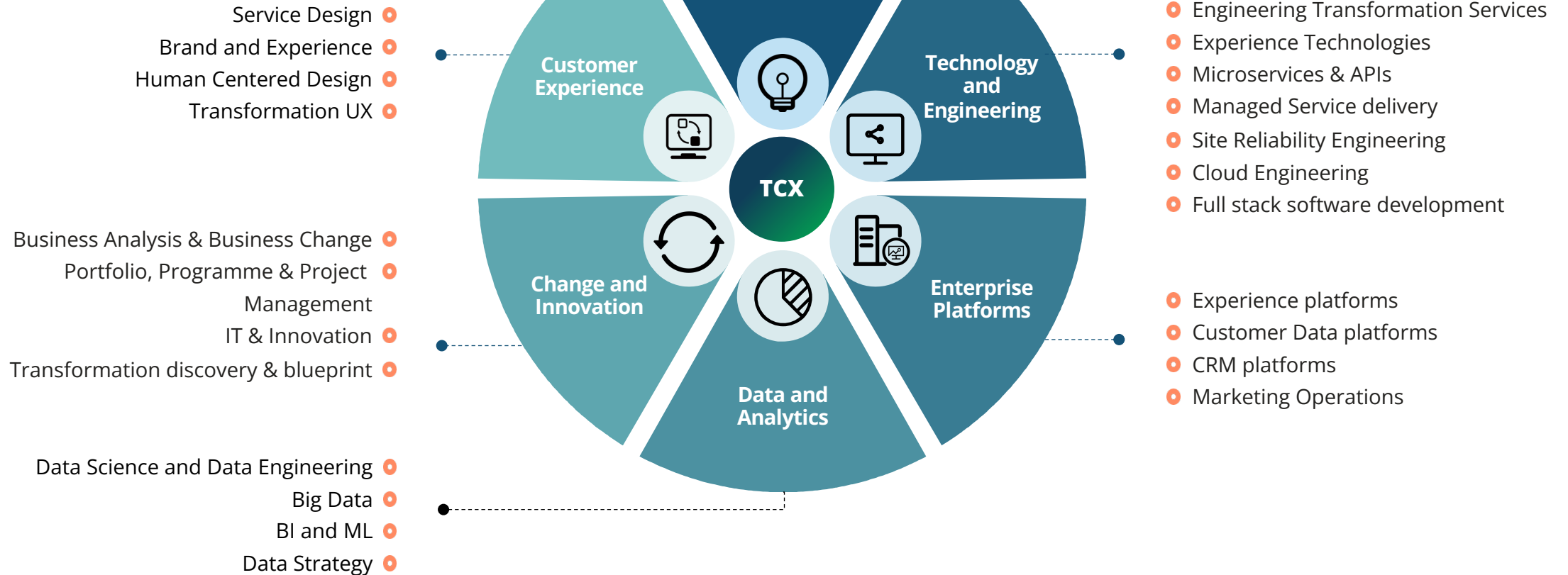
We hold ourselves accountable for our actions and outcomes, taking responsibility for our decisions and commitments and delivering on our promises.

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



What we do



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



ServiceNow Assurance Services



SERVICE DEFINITION

Service Description

ServiceNow Assurance Services involve the ongoing monitoring, management, and optimization of ServiceNow, a leading cloud-based platform for IT service management (ITSM), IT operations management (ITOM), and IT business management (ITBM).

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

We provide organizations with peace of mind by ensuring the stability, reliability, and performance of their ServiceNow environment.

By leveraging expert guidance and proactive support, organizations can maximize the value of their ServiceNow investment, improve operational efficiency, and enhance service delivery to end users and customers.

SERVICE DEFINITION

What can it do for you?

- 1. Proactive Monitoring and Management:** We proactively monitor the health and performance of the ServiceNow platform, identifying and resolving issues before they impact operations. Our team conducts regular system checks, applies patches, and updates, and performs preventive maintenance to ensure system stability and reliability.
- 2. Incident and Problem Management:** We provide responsive incident and problem management services to address any technical issues or service disruptions affecting the ServiceNow platform. Our team triages and troubleshoots incidents, identifies root causes, and implements corrective actions to minimize downtime and restore services quickly.
- 3. Change and Release Management:** We manage changes and releases to the ServiceNow environment in a controlled and efficient manner, minimizing risks and disruptions to business operations. Our team follows best practices for change management, assesses impacts, coordinates approvals, and communicates changes effectively to stakeholders.
- 4. Performance Optimization:** We optimize the performance of the ServiceNow platform to ensure that it meets the organization's performance requirements and user expectations. Our team conducts performance tuning, database optimization, and configuration reviews to enhance system responsiveness and efficiency.
- 5. Continuous Improvement:** We drive continuous improvement initiatives to enhance the value and effectiveness of ServiceNow over time. Our team analyses system usage, gathers user feedback, and identifies opportunities for optimization, automation, and process improvement to maximize the ROI of ServiceNow investment.
- 6. Experience in Public Sector:** With extensive experience in delivering IT 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 IT operations, improve service delivery, and achieve their strategic objectives.

SERVICE DEFINITION

Key Features

- 1. Platform Health Monitoring:** Continuous monitoring of the ServiceNow platform to ensure optimal performance, availability, and reliability, minimizing downtime and disruptions to business operations.
- 2. Incident Management:** Proactive incident management to quickly identify, prioritize, and resolve platform issues, minimizing impact on users and business processes.
- 3. Problem Management:** Investigate the root causes of recurring platform issues and implement corrective actions to prevent future incidents, improving platform stability and reliability.
- 4. Change Management:** Implement robust change management processes to manage platform updates, upgrades, and configuration changes, ensuring stability, security, and compliance.
- 5. Security and Compliance:** Implement and maintain security controls and compliance measures to protect sensitive data and ensure adherence to regulatory requirements and industry standards.
- 6. Patch Management:** Manage and apply software patches, updates, and fixes to the ServiceNow platform in a timely and controlled manner, ensuring system stability and security.
- 7. Performance Optimization:** Conduct performance tuning and optimization activities to enhance the speed, efficiency, and scalability of the ServiceNow platform, improving user experience and productivity.
- 8. Configuration Management:** Manage and maintain platform configurations and customizations to align with business requirements and workflows, maximizing functionality and usability.
- 9. Integration Services:** Integrate ServiceNow with other business systems, applications, and databases to streamline data flow and business processes across the organization.
- 10. Service Catalogue Management:** Maintain and update the ServiceNow service catalogue with accurate and up-to-date information on available services, resources, and service offerings.

SERVICE DEFINITION

Key Features contd..

- 11. Knowledge Management:** Develop and maintain a knowledge base of platform documentation, FAQs, and best practices to support users and administrators in leveraging ServiceNow effectively.
- 12. User Training and Support:** Provide training and support services for ServiceNow users and administrators to enhance their skills, knowledge, and proficiency in using the platform for their business needs.
- 13. Reporting and Analytics:** Develop custom reports and dashboards within ServiceNow to provide actionable insights and data-driven decision-making capabilities for users and stakeholders.
- 14. Continuous Improvement:** Drive continuous improvement and innovation in ServiceNow through regular performance reviews, feedback analysis, and iteration cycles.
- 15. Strategic Consulting and Advisory:** Provide strategic consulting and advisory services to help clients maximize the value of their ServiceNow investments and achieve their business objectives through technology-driven strategies and initiatives.
- 16. Vendor Management:** Coordinate and manage relationships with ServiceNow vendors and partners to ensure alignment with business goals, project timelines, and quality standards.
- 17. Cost Optimization:** Identify opportunities for cost optimization and efficiency improvement in ServiceNow implementations, helping clients achieve maximum return on investment (ROI) from their technology investments.
- 18. 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.
- 19. Customer Satisfaction Management:** Prioritize customer satisfaction by actively seeking feedback, addressing concerns, and taking corrective actions as needed to meet or exceed client expectations.
- 20. Platform Upgrades and Enhancements:** Plan and execute platform upgrades and enhancements to leverage new features, capabilities, and improvements in ServiceNow, ensuring alignment with business objectives and requirements.

SERVICE DEFINITION

Key Benefits

- 1. Customized Solutions:** TransformCX offers customized ServiceNow Assurance Services tailored to the unique needs and requirements of public sector organizations, ensuring that solutions align with their specific goals and objectives.
- 2. Efficient Service Delivery:** With ServiceNow Assurance Services, public sector organizations can optimize service delivery processes, streamline workflows, and automate repetitive tasks, enhancing efficiency and productivity across the organization.
- 3. Comprehensive Support:** TransformCX provides comprehensive support services as part of ServiceNow Assurance, 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. Regular Updates and Upgrades:** TransformCX ensures that ServiceNow systems are kept up to date with the latest updates and upgrades, ensuring that public sector organizations have access to the latest features and functionalities to support their operations.
- 6. Data Security and Compliance:** ServiceNow Assurance Services from TransformCX includes robust data security measures and compliance checks, ensuring that public sector organizations can protect sensitive information and maintain compliance with relevant regulations.
- 7. Scalability and Flexibility:** Our ServiceNow Assurance Services are designed to scale with the needs of public sector organizations, allowing them to accommodate growing volumes of data and users, as well as evolving requirements over time.
- 8. 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.

SERVICE DEFINITION

Key Benefits

- 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.
- 10. Improved Efficiency and Productivity:** ServiceNow Assurance Services streamlines operations and enhances productivity by automating repetitive tasks, providing real-time insights, and facilitating collaboration across departments within public sector organizations.
- 11. Enhanced Citizen Engagement:** By leveraging ServiceNow Assurance Services, public sector organizations can enhance citizen engagement by providing personalized and efficient services, ultimately improving satisfaction and trust in government services.
- 12. 24/7 Support:** TransformCX offers 24/7 support as part of ServiceNow Assurance 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 Assurance 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.

ABOUT US

Selection of our clients



Department
for Work &
Pensions

DIAGEO



JOHNNIE WALKER.



GUINNESS

ZING



Batteries
Plus+
Power it. Light it. Fix it.

Experience of our core team



THANK YOU

Contact Details

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

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



Copyright 2024, transformCX Limited

This document is the property of transformCX Limited. The information in this document is confidential and solely for the use of the intended recipient(s). Without prior written consent, no part of this document shall be reproduced or shared with a third party.

No liability or responsibility is accepted for any errors or omissions in this document.