



Business Control Services (ServiceNow)

G-Cloud Service Definition Document

ServiceNow for Healthcare

Service Features:

AI-driven medical image analytics & diagnostics

- Patient stratification & cohort insights generation
- Treatment adherence & adverse event analytics
- Disease progression & patient journey profiling
- Health data quality & validity assessment
- AI-driven Preventive healthcare analytics
- AI-driven Personalised medicine analytics

Service benefits:

- Various service types from consulting, prototyping, solutioning, to implementation/integration
- Application of evolutionary AI algorithms for predictive and prescriptive analytics
- Advanced analysis and comprehensive visualisation of patient & cohort insights
- Automated disease/medical identification, classification, and prediction
- Advanced exploration and prediction of treatment journeys and responses
- Patient disease risk assessment, onset prediction, and progress forecast
- Recommendation of personalised treatments for individual patients/groups

ServiceNow Technology workflow

Cognizant on partnership with ServiceNow unites IT, also performs risk management, security operations on single platform. They tend to deliver modern, resilient services aligned to customer-centric priorities by maximizing the value of their initiatives. They also manage investments across enterprises by planning, prioritizing, and tracking work aligned with your objectives.

Features

- Business Continuity Management - Anticipate and minimize the impact of business disruptions
- Clinical Device Management- Automate the installation and service of clinical devices
- Enterprise Asset Management - Maximize your return on enterprise assets while minimizing risk.
- ESG Management - Maximize your ESG strategy, impact, and value
- Cloud Cost Management - Raise visibility and control cloud costs as you automate tasks

- Application Portfolio Management - Align applications with strategy to reduce technology risks and costs
- ServiceNow Cloud Observability - Unify event management across cloud-native and traditional IT.
- Strategic Portfolio Management - Gain insights to move from strategy to business outcomes

Benefits

- Modernize and automate IT gaining insights to move from strategy to business outcomes
- Gain real time visibility and increase efficiency
- Strengthen Operational Technology Security and improve Operational Technology visibility
- Reach your operational agility by knowing security posture
- Deliver value fast by aligning to strategy roadmap
- Strengthen risk mitigation and improve decision making
- Make risk-informed decisions while improving business resilience
- Protect and manage your operational technology assets
- Effectively defend against security threats and attacks

ServiceNow Employee workflow

Cognizant Employee Workflows on Servicenow improves agility and raise morale with connected employee workflows. We tend to create strong, engaged, and productive hybrid workforce with great employee experience, giving on-site and remote workers access to data. We explore challenges leaders face in improving their organization's employee journey, with some suggestions.

Features

- Review and assess current HR processes and employee touch points
- Identifying gaps between those providing services, and those who need services
- Creating data accuracy monitoring and mitigation plan
- Training Client HR Team and presenting well documented process and procedure documents
- Create Factory Knowledge bases in ServiceNow and segment using Criteria to show the right information to each employee

- Accelerate business outcomes through efficient legal operations
- JML (Joiners Movers Leavers Implementation)
- Legal and Workplace Service Delivery
- Employee growth and Development by streamlining talent enhancement.

Benefits

- Simplify access to services and optimizing space utilization with modern workplace experiences
- Engage employees anywhere and support Hybrid work
- Gain Workforce Insights & drives productivity and growth by streamlining talent development
- Foster informed career conversations and empower career growth
- Gain efficiency and deliver enterprise service
- Get insight into demand and keep pace with the business
- Quick ROI and deployed in days, not months
- Offer easy access to services and make most of your space
- Navigate and find colleagues for managing workplace cases.

ServiceNow Customer Workflow

ServiceNow Customer Service Management is built for the digitally connected service economy, helping to identify and fix the root cause of issues before customers even notice. Digital workflows are the building blocks for modern & seamless customer experiences, automating work across departments by scaling customer operations and optimizing field service.

Features

- Customer Service Management - Deliver great customer service while reducing costs
- Field Service Management - Reduce field service costs and increase operational efficiency
- Sales and Order Management - Modernize your sales and order lifecycle from lead to cash
- Device management process simplification & automation
- Lean Case Management Process implementation
- Service Catalogues for asset provisioning
- Leveraged CSM OOTB

- Tracking and visualizing the operational health of the products and services in its install base in real time and offer self-service to reduce call volume
- Workforce Optimization and Process Mining

Benefits

- Empower technicians and agents with AI
- Quick launch of new products and services which leads to revenue in short time
- Optimize scheduling and dispatch
- Optimize operations and service delivery
- Faster issue resolution and more cost savings
- More savings from proactive & standardized services
- More savings from reduced case volume
- Meaningful and real time insight of data through Dashboards and Reporting
- Omni-channel engagement makes it easy to manage complex customer relationships

Cognizant Overview

Cognizant engineers modern businesses. As one of the largest global professional services companies we help clients in the UK modernise technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life.

We focus on IoT, AI, software engineering and cloud—the technologies that are changing the nature of business. Our global presence enables us to serve you locally.

What we do

- We **transform experiences** so our clients reach new levels of growth and brand loyalty
- We **reimagine processes** with automation and capabilities that instill insight, precision and speed.
- We **modernise technologies** that help our clients remain relevant and ready for the future.

We work with our clients to:

- **Deepen User Understanding:** We research user needs, preferences, and behaviors so that we can deliver more personalised, proactive, and responsive services.
- **Meet Evolving Expectations:** We implement solutions that mirror the speed, convenience, and accessibility that citizens expect from modern digital experiences, fostering increased satisfaction and trust.
- **Improve Service Efficiency:** Cognizant helps streamline processes, automate tasks, and optimise resource allocation for improved service delivery with reduced costs.
- **Strengthen Leadership Capabilities:** We offer analytics driven insights and tailored training to empower data-driven decision-making and equip public sector leaders for the digital age.
- **Innovative Policy Solutions:** Our teams bring experience and technological expertise to help identify and implement creative, effective digital approaches to complex policy challenges.

Our People

Our 8,000+ UK team bring both technical skills and experiences, and deep domain knowledge of the public sector landscape. We can provide staff that cover all SFIA roles and grades.

We have employees across the UK, our major hubs include a dedicated Public Sector Centre of Excellence in Leeds, our Head Office in London, including an Advanced AI Lab and an AI public sector co-innovation lab, and a large design studio in Bristol specializing in DesignOps.

We can also draw on 280,000+ nearshore and offshore professionals for reduced cost options where you can take advantage of these.

Our Credentials

We have a rich portfolio of successful digital and cloud transformations across Central Government, Government Agencies, NHS, Local & Regional Government, Transport, and Utilities.

Awards and Recognitions

					
Analyst Accolades					
	Cognizant Named a Leader in the MedTech Operations PEAK Matrix® Assessment 2023	Cognizant Named a Leader in the Everest Group Next-generation Quality Engineering Services PEAK Matrix® Assessment 2023	Cognizant recognized as a Leader in the Everest Group Data and Analytics Services PEAK Matrix® Assessment	Cognizant Named a Leader in the Everest Group Life Sciences Operations PEAK Matrix® Assessment 2023	Cognizant Named a Leader in the Everest Group Property & Casualty Insurance BPS PEAK Matrix® Assessment 2023
	Cognizant Recognized as a Leader in ISG Provider Lens™ Salesforce Ecosystem Partners 2024	Cognizant Recognized as a Leader in the 2023 ISG Provider Lens™ Oracle Cloud and Technology Ecosystem	Cognizant Recognized as a Leader in the 2023 ISG Provider Lens™ Finance and Accounting Outsourcing Services	Cognizant Recognized as a Leader in ISG Next-Gen ADM Services 2023	Cognizant Recognized in ISG Future of Work Provider Lens Services Study, 2023
	Cognizant Recognized by Avasant as a Leader in Tech-enabled Sustainability Services RadarView 2023-2024	Cognizant Recognized by Avasant as a Leader in Data Management and Advanced Analytics Services, 2023	Cognizant Named by Avasant as Leader for End-User Computing Services, 2023	Cognizant Recognized by Avasant as a Leader in Digital Workplace Services, 2023	Cognizant Recognized by Avasant as a Leader in Banking Process Transformation, 2023
	Cognizant Recognized as a Leader in the Inaugural HFS Horizons, 2024	Cognizant Recognized as a Leader in Generative Enterprise™ Services by HFS, 2024	Cognizant Recognized as a Leader in Services for the Platform Economy by HFS Research, 2023	Cognizant Recognized as Market Leader in Travel, Hospitality, and Logistics Service Providers by Analyst Firm HFS, 2023	Cognizant Recognized as a Market Leader in Automation Services by HFS Research, 2023

Our Culture & Vision

Every choice we make aligns to our vision: to become the pre-eminent technology services partner to the world's top companies. Our values form the bedrock of our culture and define how we work together to serve our stakeholders.

- Start with a point of view
- Seek data, build knowledge
- Always strive, never settle
- Work as one
- Create conditions for everyone to thrive
- Do the right thing, the right way

Next Steps and Contact Details

Please send your requirements to inquiryPSandHealth@cognizant.com

Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will contact you:

- The name of your organization.
- Your name and contact details.
- A brief description of your business situation.
- The service that you are interested in.
- Your planned timescales for the work.



About Cognizant

Cognizant (Nasdaq-100: CTSI) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast changing world. Together, we're improving everyday life. See how at www.cognizant.com or [@Cognizant](https://twitter.com/Cognizant).

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