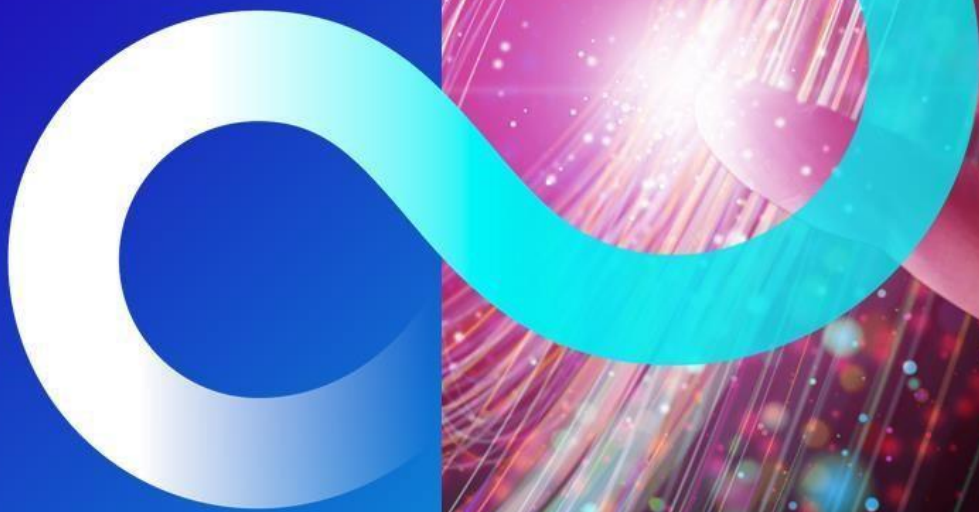


Service Definition

FUJITSU

# ServiceNow Deployment Services (Implementation & Support)



G-Cloud

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## Introduction

Fujitsu is a trusted global digital transformation partner, employing over 120,000 colleagues across more than 100 countries. We are committed to building a more sustainable future through digital innovation that delivers lasting value for our customers, end users, and wider society.

As a **ServiceNow Elite Partner**, our UK-based practice provides full lifecycle services, from strategy and advisory through to implementation, innovation, and support, tailored to high-assurance, mission-critical environments. We bring proven experience supporting government and emergency services programmes, including those requiring **multi-agency collaboration, operational resilience, and high availability**.

Our UK ServiceNow team includes **90 certified delivery professionals**, holding over **470 ServiceNow certifications**, and is supported by **Certified Master and Technical Architects**; a level of technical depth held by only a small number of partners globally. All delivery is underpinned by Fujitsu's independent accreditations, including **ISO 27001, ISO 20000, ISO 9001**, and **Cyber Essentials Plus**, ensuring compliance with stringent public sector security and quality standards.

ServiceNow is a cloud-based Software-as-a-Service (SaaS) platform designed to help organisations digitise workflows, streamline operations, and improve service delivery. All applications are built on a single data model and platform architecture, which ensures scalability, consistency, and ease of integration with third-party systems. ServiceNow is designed to be rapidly configurable, highly extensible, and suitable for organisations of all sizes, offering secure, auditable, and standardised service delivery across business and IT domains.

Fujitsu follows **ServiceNow best practice**, delivering solutions aligned with **GDS service design principles** and the latest accessibility guidance, including **WCAG 2.2 where required**. Whether implementing core modules such as **IT Service Management (ITSM)**, **HR Service Delivery (HRSD)**, **Customer Service Management (CSM)**, **Field Service Management**, or advanced capabilities like **App Engine**, **IntegrationHub**, **Virtual Agent**, **IRM**, or **Performance Analytics**, we deliver secure, scalable, and outcome-driven solutions that integrate seamlessly into broader government ecosystems.

Fujitsu is a long-standing transformation partner to the UK Government and regulated sectors. Our approach goes beyond technical implementation, we drive user-centred design, measurable service improvement, and sustained platform value across the programme lifecycle.

## Service Overview

Unlock the full potential of ServiceNow automation with Fujitsu, an Elite partner and reseller. We provide expert certified implementation, optimisation, advisory and managed support services. Maximise ROI across all workflows, product suites and capabilities, including:

- IT Service Management
- IT Operations Management
- HR Service Delivery
- Customer Service Management
- Security Operations
- Strategic Portfolio Management
- Governance Risk and Compliance/Information Risk Management
- Environmental Social and Governance Management
- Custom Apps
- Portals
- Chatbots
- AI and Reporting

## Key service features:

- Full lifecycle partner offering advisory, implementation, training, and managed support
- Licensing resell, advice and guidance
- Advisory consulting and roadmap definition focused on customer outcomes
- Business and end-user adoption helping employees embrace new technology
- Solution architecture and advisory consultation on license and platform optimisation
- Option of dedicated or managed service platform with agreed SLAs
- Extensive delivery experience aligned to ServiceNow best practice methodology
- Fujitsu-led workshops to define processes, requirements, and priorities
- Experts in integration and automation strategy, design and build
- Experts in industry solutions helping organisations transform at scale
- Deliver business change to perform responsibly in a digital world

## Benefits

- An Elite ServiceNow partner with a global ServiceNow practice
- Streamlined delivery with scalable resources to handle changing customer needs
- Delivery focused on business outcomes and user needs
- Enabling digital transformation, leveraging the ServiceNow platform to drive value
- Experts in optimising employee and user experience of the platform
- Clear visibility of long-term roadmap and user adoption
- A collaborative approach with the customer to prioritise outcomes
- Reduced technical debt ensuring a stable and scalable platform
- Configuration based on best practice to prevent technical debt
- Over **1,100 ServiceNow implementations** across a **12+ year partnership**
- Certified ServiceNow support partner in **Application Management** and **Managed Services**
- Fujitsu has **50+ years' experience working with governments**
- **2023 ServiceNow Worldwide Elite Segment Partner of the Year**
- **2023 ServiceNow EMEA Employee Workflow Partner of the Year**

## Planning and Delivery

Fujitsu has delivered over **1,100 ServiceNow projects** successfully to its customers. Our delivery methodology is closely aligned to **ServiceNow's NowCreate best practice**.

We scope, plan, and design our implementations to derive the most value for our customers using a series of key phases, each governed by **Certified Master and Technical Architects**. These phases include:

- Scoping
- Initiation
- Prepare
- Execute
- Deliver
- Close

The entire delivery journey is managed using our own instance of **ServiceNow Strategic Portfolio Management (SPM)**, providing complete transparency and control for the customer.

This approach enables us to meet the expectations of complex programmes like ESN, ensuring governance, assurance, and visibility across all stakeholders and delivery partners.

## Setup and Migration

Fujitsu uses an **agile SaaS implementation method**, delivering ServiceNow functionality through structured sprints. Each sprint incrementally develops functional value, enabling measurable progress throughout the delivery cycle.

When migrating from an existing platform, our consultants work with customers to re-define and simplify processes to align with **ServiceNow best practice**, reducing technical debt and accelerating adoption. Where appropriate, we favour **out-of-the-box configuration** and use **reusable platform components**, avoiding unnecessary customisation and ensuring a clean, supportable platform that scales over time.

## Training and Adoption

We offer flexible training models tailored to customer needs, including on-site, remote, and train-the-trainer approaches. The final delivery method is chosen in collaboration with the customer based on:

- Number of users
- Role complexity
- Familiarity with ServiceNow or similar platforms
- Budget and timelines

We provide a full suite of **training assets and adoption aids**, including:

- End-user guides and quick reference cards
- Self-paced videos and virtual learning
- In-platform **Guided Tours**
- FAQs and searchable Knowledge Articles

These assets can be hosted within the customer's own ServiceNow Knowledge Base. We also support **persona-based enablement** and continuous user feedback to ensure confident adoption and sustainable use.

## Service Scope

While the core ServiceNow platform is supported by the vendor, Fujitsu delivers an end-to-end wraparound service, including:

- Agile delivery teams to accelerate value and feature release
- ServiceNow-certified solution architects and business consultants
- Service onboarding, configuration, and continuous enhancement
- Performance reporting, analytics, and dashboard design
- Managed support including incident response and backlog delivery
- Advice on licensing optimisation, roadmap evolution, and service integration

Our support spans **initial deployment, through to steady-state operation and strategic enhancement**, ensuring the ServiceNow platform continues to deliver value long after go-live.

## Pricing

### Professional Services

Fujitsu's ServiceNow services are priced using a time-and-materials model based on SFIA rate bands, in line with G-Cloud 13 framework requirements. All services are delivered by certified professionals, and rates are aligned to skill level, experience, and role type (e.g. Developer, Architect, Consultant, Project Manager).

A copy of Fujitsu's current **SFIA Rate Card** is provided with this service definition. Rates are fully inclusive of labour costs but exclude VAT and any pre-agreed expenses.

Fujitsu also maintains a **Standard Rate Card** for engagements outside of G-Cloud (e.g. commercial work packages or fixed-price deliverables), which is available on request.

Pricing for each engagement will be agreed in advance through a **Call-Off Contract or Statement of Work (SoW)**. Our proposals typically include:

- Estimated effort by SFIA role and phase (e.g. Discovery, Build, UAT, Go-Live)
- Roles and responsibilities (e.g. Technical Consultant, Scrum Master, Architect)
- Dependencies and assumptions
- Commercial terms and optional services (e.g. managed support, training)

We offer flexible pricing models, including:

- Time and materials (T&M)
- Capped T&M
- Fixed price (for defined deliverables)
- Managed service with monthly subscription

Discounts or volume-based pricing may be available for multi-phase or multi-year contracts, subject to negotiation at Call-Off stage.

## Contacts

A Fujitsu Standard Rate Card is also available on request. Please contact the Contacts section. Services will be priced per the attached SFIA Rate Card

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## About Fujitsu

As one of the world's leading IT companies, Fujitsu is at the forefront of pioneering technology in the UK since we made our initial investment over 40 years ago. As a key strategic partner we deliver essential services, from our secure hybrid IT which underpins critical national infrastructure to our investment in emerging technologies to boost national capability. Drawing on our Japanese technology expertise we provide bespoke digital transformation solutions. This unrivalled expertise has allowed us to specialise in emerging focus areas; Hybrid IT, AI & RPA, Data analytics, Agile application development/transformation and Security. Together, we offer a full package of solutions to support the UK as a long-term industry supplier.

We believe in realising the significant alignment between the UK and Japan in emerging technologies and in creating a UK-Japan 'Innovation Bridge' to support the UK's science and technology superpower objectives. We are committed to investment in UK skills and research and development, driving customer outcomes and promoting social value. We employ 124,000 people around the globe, including around 8,000 people across the UK, promoting diversity and inclusion as a DWP Disability Confident Leader. We are recognised as a Times Top 50 employer for Women since 2017, a Stonewall Top 100 Employer for 2023 and were awarded an EcoVadis Silver Rating, the world's largest provider for sustainability ratings.

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