Service Definition

ServiceNow Licencing and Enablement Services

G-Cloud

FUJITSU

Introduction

Fujitsu is a global digital transformation partner and an authorised reseller of the ServiceNow Software-as-a-Service (SaaS) platform. Through this G-Cloud offering, we provide public sector organisations with direct access to ServiceNow licensing, platform provisioning, and end-to-end enablement services. Our approach ensures that every customer procures the right ServiceNow product suite and receives expert support throughout the lifecycle — from initial adoption through to ongoing optimisation.

As a ServiceNow Elite Partner and certified reseller, Fujitsu enables customers to license the ServiceNow platform via compliant public sector routes, while also offering implementation, training, support and roadmap services to realise long-term value. This includes full access to the Now Platform and all associated product suites such as ITSM, HRSD, CSM, Security Operations, and App Engine.

Our UK-based ServiceNow practice includes over 90 certified professionals and is supported by Certified Master and Technical Architects — among the most highly accredited experts in the global ServiceNow ecosystem. We are trusted by major government departments, regulators, and emergency services to deliver high-assurance, scalable solutions aligned with accessibility, security, and operational resilience requirements.

What Is ServiceNow?

ServiceNow is a cloud-native SaaS platform designed to digitise workflows, improve operational efficiency, and deliver consumer-grade service experiences across the enterprise. Built on a single data model and platform architecture, ServiceNow enables organisations to:

- Automate service delivery across IT, HR, Finance, Legal, Security, Customer Service and more.
- Build and deploy low-code apps to streamline internal or citizen-facing services.
- Integrate with existing systems securely and scalably.
- Gain real-time visibility and control over operations via dashboards and analytics.

Fujitsu enables organisations to **purchase and activate ServiceNow licences through a single, compliant route**, and supports adoption through advisory, configuration, training, and support services.

Service Overview

- This G-Cloud service enables public sector organisations to:
- Purchase ServiceNow platform licences (including suite bundles and product-specific SKUs).
- Receive expert guidance on licence scope, configuration, and entitlement optimisation.
- Deploy and configure the platform based on ServiceNow and GDS best practices.
- Access certified support and roadmap services to maximise long-term platform value.

We offer flexible access to the full ServiceNow product catalogue, including:

ServiceNow Product Suites	Key Capabilities
IT Service Management (ITSM)	Incident, Request, Change, Problem, Knowledge, Agent Workspace
IT Operations Management (ITOM)	Discovery, Service Mapping, Event Management, CMDB Health
Customer Service Management (CSM)	Case Management, Omnichannel Support, Virtual Agent
HR Service Delivery (HRSD)	Employee Centre, Lifecycle Events, Case & Knowledge
Security Operations (SecOps)	Security Incident Response, Threat Intelligence
Strategic Portfolio Management (SPM)	Demand, Project, Agile, Financials

Governance, Risk & Compliance (GRC)	Policy Management, Risk Frameworks, Audit Management
App Engine	Custom Applications, Tables, Workflows
Integration Hub	Pre-built connectors and custom integration logic
Virtual Agent & AI Search	Conversational AI, NLU, Federated Search
Performance Analytics	Dashboards, KPIs, Reporting and Predictive Insights

Fujitsu works with customers to scope, quote, and supply ServiceNow licences via approved reseller routes. We also offer guidance on suite selection, bundle optimisation, and compliance with contractual/licensing terms.

Key Features of the Service:

- **Direct resale of ServiceNow licences** for all product suites
- **Guidance on SKU selection**, entitlement planning, and value optimisation
- **Advisory support** to align platform scope with roadmap and digital objectives
- **Platform deployment** aligned with ServiceNow NowCreate methodology
- **Service configuration** using out-of-the-box components and low-code tools
- **Ongoing support** (optional) for service management, release upgrades, and enhancements
- **Dashboards and analytics** built using Performance Analytics and SPM
- **Training and enablement** tailored to user personas and maturity levels
- **Optional managed service** support for live operations

Benefits

- **Single partner for both licensing and implementation**, simplifying procurement
- **Optimised licensing model** to reduce unused entitlements and avoid over-subscription
- **Faster time-to-value** through ServiceNow best-practice configurations
- **Secure, scalable deployment** aligned to UK Government and GDS standards
- **Proven expertise in regulated and high-assurance environments**
- **Compliance with accessibility (WCAG 2.2), security (ISO 27001), and service quality (ISO 20000)**
- **Over 1,100 ServiceNow implementations delivered across 12+ years**
- **Access to highly accredited platform architects, developers, and consultants**
- **Roadmap planning** to support incremental suite adoption and platform maturity
- **Collaborative design workshops** to shape platform around user and business needs

Planning and Delivery Approach

All ServiceNow enablement services are delivered using ServiceNow's NowCreate methodology, tailored by Fujitsu to suit the needs of UK Government departments, regulators, and public bodies.

Key phases of delivery include:

1. **Scoping** – Aligning licence scope and use case with ServiceNow SKUs
2. **Initiation** – Setting up a ServiceNow instance and preparing delivery backlog
3. **Prepare** – Building configuration items, integrations, and UI elements
4. **Execute** – Iterative deployment via agile sprints
5. **Deliver** – Supporting go-live, UAT, and stakeholder engagement
6. **Close** – Transition to support and roadmap enablement

Fujitsu manages delivery using its own Strategic Portfolio Management (SPM) dashboards — providing

customers with full visibility of milestones, risks, and resource allocation.

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 supports both greenfield and replacement deployments. Where customers are migrating from legacy or incumbent platforms, we:

- Redesign and simplify processes to align with ServiceNow best practice
- Avoid unnecessary customisation by using out-of-the-box platform capabilities
- Rebuild forms, workflows, and knowledge bases using native ServiceNow tooling
- Deliver integrations via Integration Hub spokes or custom connectors

Data migration, cutover planning, and parallel run support are included where required.

Training and Adoption

Fujitsu offers flexible training and enablement services as part of every engagement. Our approach includes:

- Persona-based training and role-based enablement
- Quick reference guides and in-platform Guided Tours
- Train-the-trainer models to build in-house capability
- Knowledge articles and FAQs hosted within the ServiceNow Knowledge Base
- Continuous feedback mechanisms and post go-live support

Training methods can include remote delivery, on-site workshops, or self-paced learning assets.

Service Scope

This service includes:

- Resale and provisioning of ServiceNow licences
- Advice on SKU selection, bundling, and entitlement alignment
- Agile delivery teams to configure and deploy licensed functionality
- Setup of instance(s), integrations, workflows, portals, dashboards
- Adoption and change management support
- Optional ongoing support and service management

ServiceNow provides direct support for the underlying platform infrastructure; Fujitsu provides the wraparound services to deliver, optimise and evolve that platform for each customer.

Pricing

Licensing:

Fujitsu provides quotes for ServiceNow licences based on SKU-level pricing agreed with ServiceNow and in line with public sector procurement regulations. Pricing varies based on:

- Product suite(s) and functionality selected
- Number and type of user licences (fulfiller, requester, etc.)
- Contract length and volume discounts

All licence pricing is subject to standard ServiceNow terms and is quoted transparently through the call-off process.

Professional Services

All services are priced on a time-and-materials basis using SFIA rate bands, aligned with G-Cloud requirements. Typical roles include:

- ServiceNow Technical Consultant
- Solution Architect
- Project Manager
- Engagement Manager
- Business Analyst
- Developer

We offer flexible commercial models, including:

- Time and Materials (T&M)
- Capped T&M
- Fixed-price packages
- Managed service with monthly subscription

Multi-year discounts or pre-agreed deliverables may be offered on a case-by-case basis.

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.

Contact: government.frameworks@fujitsu.com

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