COMPUTACENTER – SERVICENOW ADVISORY, IMPLEMENTATION AND SUPPORT SERVICES

GCloud 14 – Cloud Support

May 2024

ENABLING DIGITAL GOVERNMENT

SERVICENOW ADVISORY, IMPLEMENTATION AND SUPPORT SERVICES
OVERVIEW

Service Description

Computacenter, an Elite consulting and implementation services partner, provide ServiceNow Advisory, Implementation, Replatform/Remediate, Integration and Support Services. Computacenter have been delivering ServiceNow solutions for 16+ years across multiple Public Sector organisations to automate processes, reduce public spend, optimise technical delivery, deliver innovation and ensure business value and strategy is realised.

Key Features for our Customers

- ❖ Security-cleared ServiceNow consultants specialising in ITSM, CSM, ITOM, ITAM, SPM

- ❖ Specialists in core Platform, CMDB/CSDM, Integrations, Portal, Service Catalogue

- ❖ Accredited in ITSM, ITAM, ITOM, CSM, SPM, SecOps, GRC/IRM, HRSD

- ❖ Strategic Consultancy experts from within Public Sector

- ❖ Implementation and development of ServiceNow platform

- ❖ Supporting digital transformation and driving measurable outcomes with ServiceNow

- ❖ Product Accelerators including Virtual Agent, Portal, Integrations and Mobile

- ❖ Delivery of ongoing process automation and orchestration services

- ❖ ServiceNow platform and process assessments/healthchecks

- ❖ Project delivery methodology that aligns to NowCreate

Key Benefit for our Customers

- ❖ Rapid delivery of Minimum Viable Products (MVP) or POCs

- ❖ Simplify internal processes and drive efficiency through automated workflow

- ❖ Powering the employee and citizen digital experience

- ❖ Organisational transformation through the use of ServiceNow

- ❖ Delivery of ServiceNow solutions to address digital and ESG strategies

- ❖ Access to experienced ServiceNow resources to support your in-house operations

- ❖ Health assessment of ServiceNow platform and processes with improvement recommendations

- ❖ ITSM, ITAM, ITOM, CSM, SPM, SecOps, GRC/IRM, HRSD, Onboarding/Offboarding, Integrations

- ❖ Operational Resilience delivering Security, Governance and always on services

- ❖ Connecting the Civil Service using Intelligent Workflows and Removing silo's

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OVERVIEW

Our Experience

Experience based discovery

Customers face challenges in their software supply chain, such as high costs of legacy software licensing and maintenance, drawn out procurement cycles that inhibit innovation, and a lack of visibility into organisational software usage.

Organisations are looking for simplification and innovation in the way they procure software. They want to buy more relevant software from fewer providers or places

Marketplace gives customers the ability to find, test, source and manage third-party software, services, and the data that they need to build solutions and run their businesses almost instantly.

Why choose Computacenter?

Computacenter understands that via Marketplaces customers can unlock innovation when they have the tools to tailor software discovery, procurement, and provision to the needs of multiple teams across their organisation.

Computacenter can help you to optimise the way you consume Marketplace services by facilitating enterprise level agreements to negotiate wholesale pricing , providing expert guidance across multiple hyperscalers to ensure consistency using governed procurement processes to drive agile deployments of applications in a controlled manner .

SERVICENOW ADVISORY, IMPLEMENTATION AND SUPPORT SERVICES
PRICING OVERVIEW

For current pricing which accurately reflects your requirements, please contact your Account Manager, call us on 01707 631000 or send an email to government@computacenter.com.

Please ensure you reference the GCloud 14 Service ID number in all communication.

(ABS) AUTOMATED BREACH SIMULATION
ORDERING & INVOICING PROCESS

Ordering Process

Please contact your Account Manager, call us on 01707 631000 or send an email to <u>government@computacenter.com</u>
Please ensure you reference the GCloud 14 Service ID number in all communication

Invoicing Process

Customers are invoiced monthly with 30 days net payment terms.

GET IN TOUCH

To find out how your organisation can take advantage of Computacenter's Cloud Propositions, please contact your Account Manager or send an email to government@computacenter.com

https://www.computacenter.com/uk

Helping our customers change the world

Computacenter is a leading independent technology and services provider, trusted by large corporate and public sector organisations. We are a responsible business that believes in winning together for our people and our planet. We help our customers to Source, Transform and Manage their technology infrastructure to deliver digital transformation, enabling people and their business.

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