



ServiceNow Implementation

G-Cloud 15 Service Definition Document

January 2026

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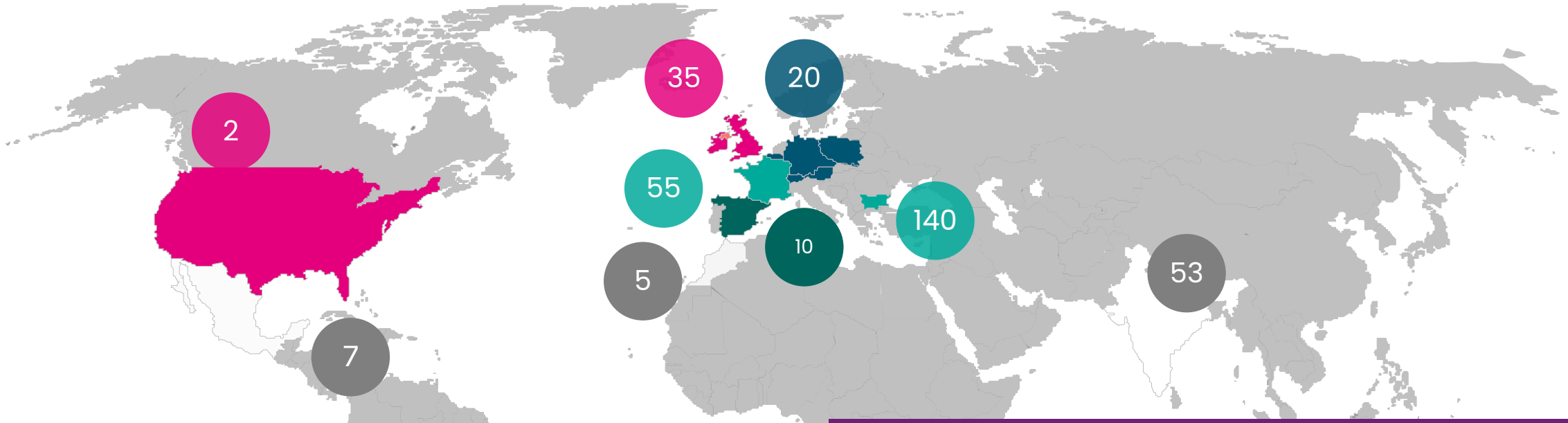
01

Inetum & ServiceNow Portfolio

Inetum & ServiceNow | Our Footprint

Global Reach, Local Expertise.

inetum.™



Recognized Partner

- Among the **Top 10** first SIs to develop **AI Agent**
- **Preferred** ServiceNow **Customer Outcomes** partner
- **Only partner** delivering services to **ServiceNow R&D**
- **Leading partner** in **3rd party integrations** for ServiceNow
- **Expertise in mid-market** (500+ small and medium enterprises served by Inetum across Solutions)

servicenow | inetum.™

European partner of
choice of ServiceNow



Inetum & ServiceNow | E2E Expertise



We have the end-to-end expertise in the latest ServiceNow modules, enhanced by innovative proprietary products to grow with the expanding ServiceNow eco-system, to enhance delivery quality and to maximize efficiencies.

Inetum is the largest independent Elite partner of leading digital workflow company, ServiceNow.

Inetum is European partner of choice of ServiceNow.

Services

Implementation 

Advisory & Consulting 

Platform Management 

Solution Architecture 

Custom App Solutions 

Expertise Across ServiceNow Modules

ITSM
IT Service Management



CSM
Customer Service Management



ITOM
IT Operations Management



SPM
Strategic Portfolio Management



ITAM
IT Asset Management



HRSD
HR Service Delivery



SecOps
Enterprise Security Operations



IRM
Integrated Risk Management



Inetum's Proprietary ServiceNow IP

Workload Management



Sales Management



Integration Engine



Productized Industry Workflows



Inetum & ServiceNow | Certified Excellence



Elevating ServiceNow Solutions with Inetum's Expertise with 400 Consultants and more than 800 certifications.

CERTIFIED IMPLEMENTATION SPECIALIST

IT Service Management	Strategic Portfolio Management	IT Asset Management
113 – IT Service Management 71 – Suite Certification – ITSM Professional	22 – Strategic Portfolio Management 10 – Application Portfolio Management	22 – Software Asset Management 32 – Hardware Asset Management
IT Operations Management	Integrated Risk Management	SecOps
56 – Discovery 36 – Event Management 40 – Service Mapping 6 CIS – Cloud Provisioning and Governance	11 – Risk and Compliance 2 – Third-party Risk Management	6 – Vulnerability Response 5 – Security Incident Response
HR Service Delivery	Customer Service Management	Field Service Management
27 – Suite Certification – HR Professional	47 – Suite Certification – CSM Professional	8 – Field Service Management

MAJOR CERTIFICATIONS

- 15 – Certified Technical Architect
- 1 – Certified Master Architect
- 222 – Certified System Administrator
- 94 – Certified Application Developer
- 6 CAS – Performance Analytics
- 7 CIS – Service Provider



MICRO-CERTIFICATIONS

- 94 – Agile and Test Mgmt Implementation
- 163 – CMDB Health
- 167 – Configure the CMDB
- 115 – Service Portal
- 22 – DevOps Change Velocity

PROFESSIONAL CERTIFICATIONS

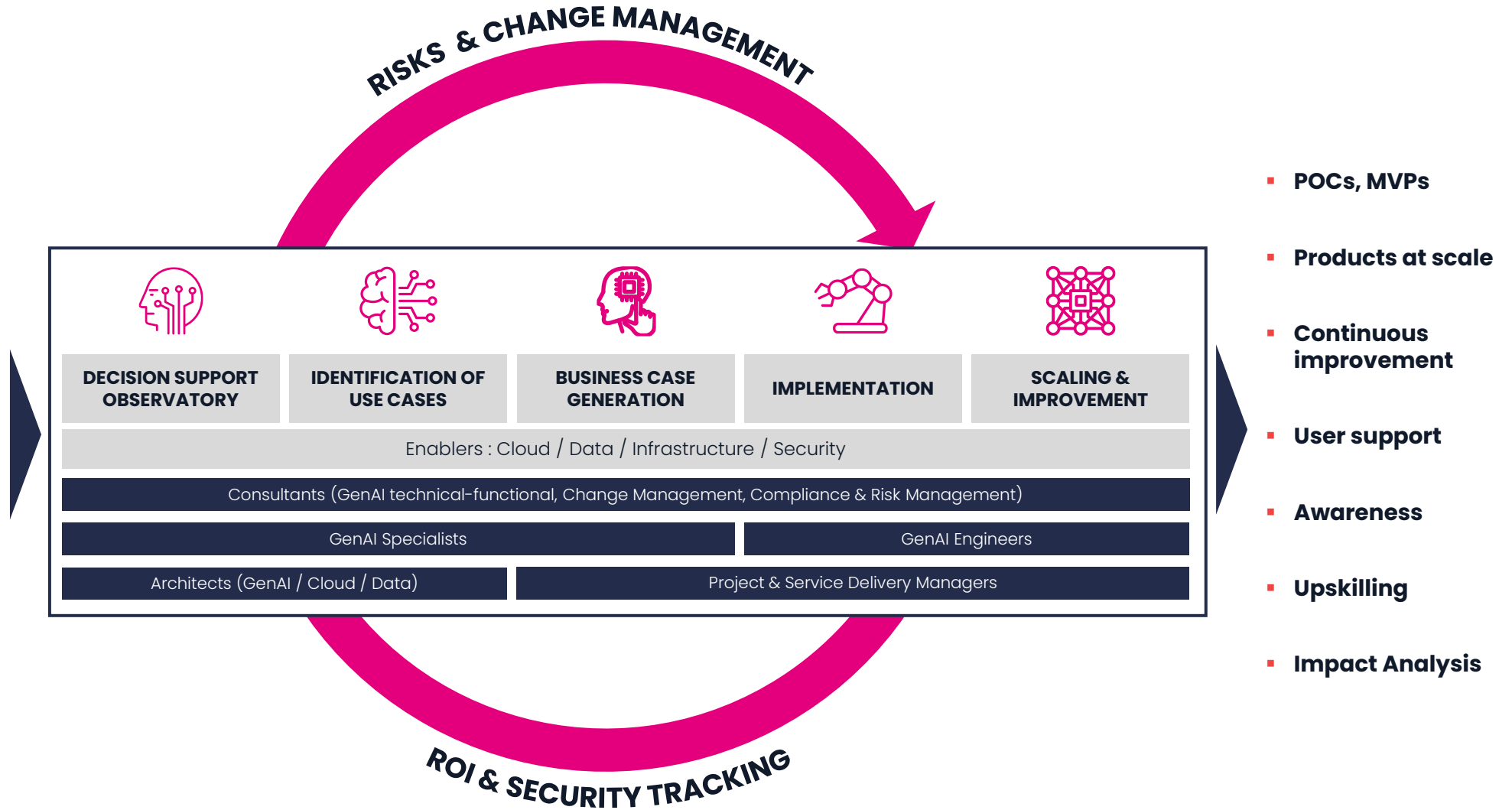
- ITIL 3 & 4 Experts
- TOGAF
- PMP & Prince 2
- SAFe Certifications (SA, SSM, POPM)
- Scrum Masters
- Product Owners
- Lean Six Sigma

Inetum & ServiceNow | AI Center of Excellence



ServiceNow has selected Inetum from 2,500+ partners to be in the first 10 to develop Agentic AI.

- Voice of customer
- Demand management
- Ideation
- Qualification
- Prioritization
- Pipeline management
- Continuous use-case ROI tracking



Inetum & ServiceNow | What differentiates us?



1

End-to-End Expertise:

Successful track record in “New to ServiceNow,” “New to Solutions,” and “Back to Box” implementations, along with tailored process and reporting enhancements.

2

Specialist Team:

A dedicated team of product experts, supported by a strong training framework and experienced leadership, ensures high-quality delivery and knowledge transfer.

3

Elite ServiceNow Partnership:

Recognized as an Elite Partner for innovation, best practices, and growth—ensuring early access to platform advancements and strategic alignment.

4

Industry Recognition:

Inetum was named a “Rising Star” in the 2025 ISG Provider Lens™ for Europe, reflecting our growing momentum, platform expertise, and ability to deliver measurable value through innovation.

5

One of ServiceNow’s Top10 AgenticAI Partner :

Launched in March 2025, our Center of Excellence for ServiceNow Agentic AI pioneers solutions like CI Smart Recommendations, using GenAI for self-healing IT and autonomous operations.

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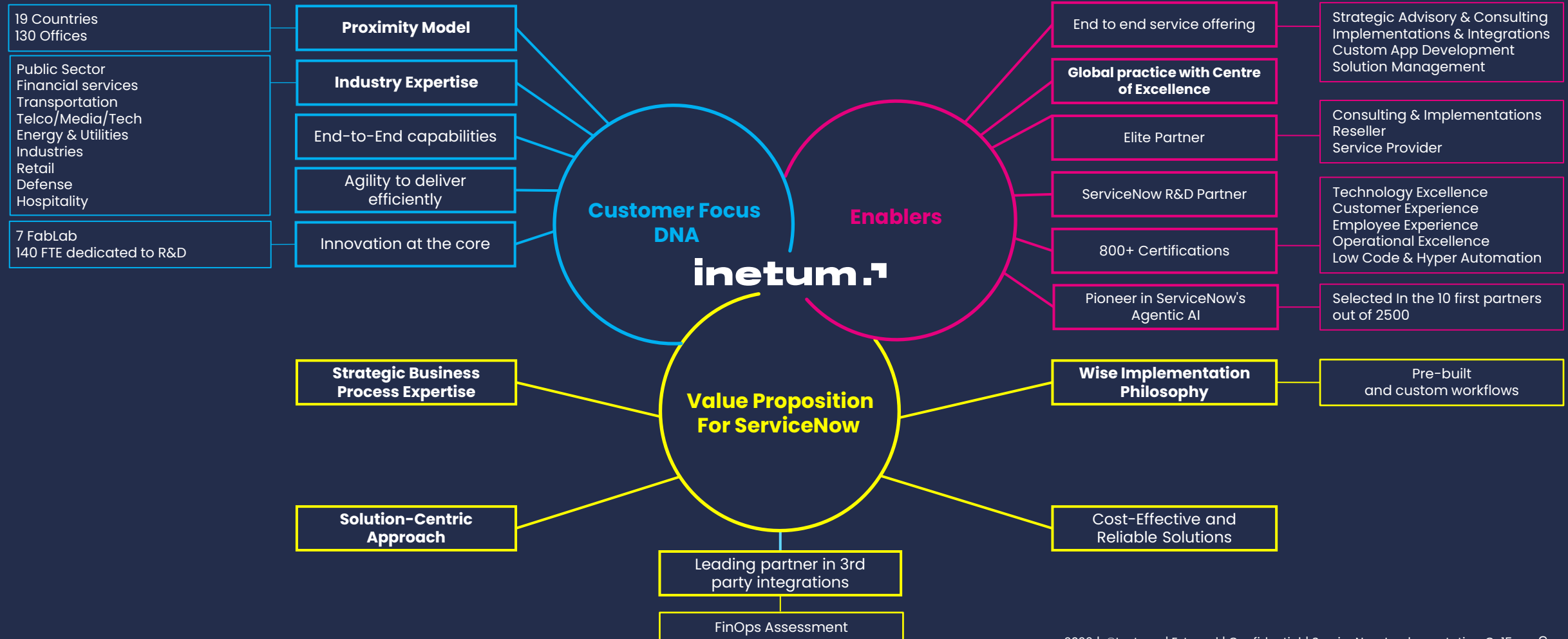
Innovation at the Core:

Inetum’s DNA is rooted in innovation. We have our very own GenAI Hub (with 7 FabLabs) where custom virtual sessions that turn business challenges into pragmatic tech solutions.

What Makes Inetum Unique in ServiceNow



A unique combination of our DNA, our value proposition we bring to the table, and the actionable assets we have at your disposal.



02

Inetum's Delivery Approach



NowCreate Methodology | Journey to Success **inetum.**

This approach follows **NowCreate best practices** and outlines key business decisions to efficiently tailor the platform to your needs.



- **Workshops:** Inetum will lead sessions covering in-scope capabilities using OOTB and standard processes in pre-configured instances with sample data.
 - **Decision & Issue Tracking:** Key decisions and potential issues will be flagged and documented during sessions.
 - **Review & Sign-Off:** At the end of this phase, a low-level plan is agreed detailing key milestones.
 - **Future Enhancements:** Out-of-scope requirements will be added to a backlog for potential future phases, subject to contract.
-
- **Sprints:** Iterative sprint cycles containing the required configuration changes and scripting are completed.
 - **Show and tell sessions:** These sessions provide early visibility and help educate the project team on the implementation progress.
-
- **Build & Demonstrate:** Inetum will build and deliver the agreed capabilities, followed by show and tell sessions to demonstrate progress and gather feedback.
 - **Testing & Validation:** Configuration will be deployed to the test instance, where Inetum will use the Automated Test Framework (ATF) for UAT. Results will be shared for sign-off, with the option for additional UAT to validate data integrity.
 - **Feedback & Enhancements:** Feedback will be collected during UAT. Any defects will be addressed, and out-of-scope requirements will be captured as Enhancements for potential future phases, subject to contract.
 - **Training:** Inetum will provide training on how to use the configured ServiceNow processes.
 - **Go-Live Readiness:** A Go/No-Go decision will be targeted ahead of the planned go-live to allow time for final checks and ensure technical readiness.



Project Resourcing

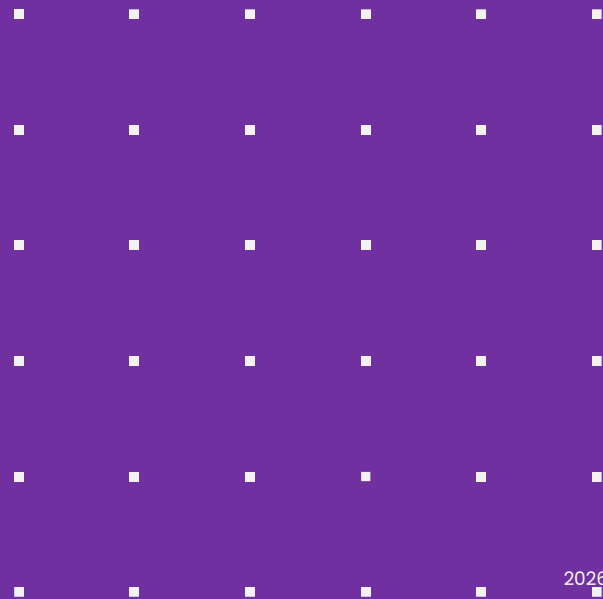


Inetum will ensure the project is delivered by a consistent range of key resources, each bringing proven expertise within their respective modules and fields, while ensuring effective communication is maintained throughout the project.

Resource	Responsibility
Account manager	Oversees the Inetum/Customer relationship
Engagement Lead	Overall accountability for Inetum project team & main escalation point for the project
Delivery Lead / Project Manager	Responsible for planning activities, reporting progress, identifying & discussing risks, manage escalations and act as SPOC
Technical Architect	Responsible for reviewing requirements & translating them into a technical design that can be implemented
Technical Consultant	Application configuration, scripting, and development
Business Analyst	Capturing, analysing, documenting requirements & supporting the communication and delivery of requirements with relevant stakeholders
Tester	Ensure quality & compliance with requirements

03

About Inetum



A leading European player

Inetum, a long-standing **European leader in digital solutions**, supports both **private and public sectors** in boosting performance and driving innovation with **agility and proximity**.

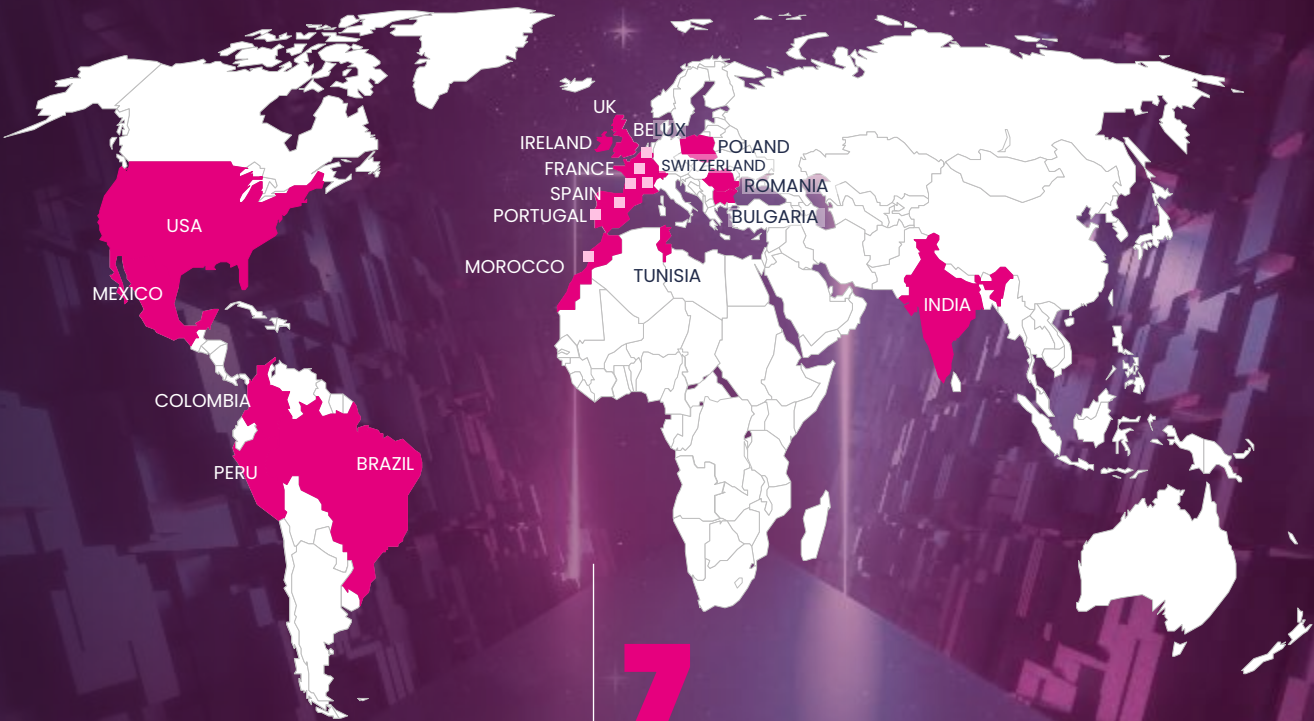
Partnering with us gives you access to **28,000 consultants** across **19 countries**, delivering exceptional value and seamless digital transformation with the latest technology.

Our approach combines **local expertise** with global resources, offering **competitive pricing** through **onshore, nearshore** and **offshore** support.

We're committed to sustainability and high ESG standards, fostering **a culture of speed, simplicity, and impact**, making Inetum a place where people love to work.



19 countries with **geographical expansion** including **offshore capabilities**

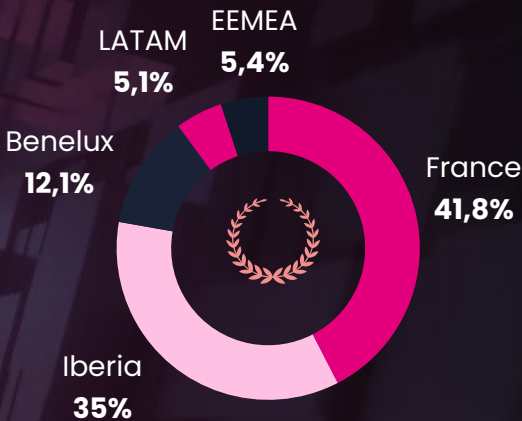


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FabLabs

Paris, Nantes, Lyon, Ghent, Lisbon, Madrid, Casablanca

% Revenue by region – FY 2024



FRANCE	TOP 8
SPAIN	TOP 5
PORTUGAL	TOP 3
BELGIUM	TOP 2

...of IT company in the country

INETUM UKI & India | Identity Card



Key Sectors

- Enterprise Industries
- Public Sector
- Financial Services
- Energy & Utilities
- Technology
- Manufacturing and Retail

98+ consultants

80 active clients

9 years in UK and Ireland market

3 Global Lines



Inetum Solutions
Inetum Technologies
Inetum Consulting

4 strategic partners

**Microsoft****SAP**

**salesforce****servicenow**

Global Service Practice servicenow



54% of our employees have 5+ years of IT experience

Talent Philosophy

Permanent Workforce
Hire from Industry
Onshore, Nearshore and Offshore teams

1 out of top 10

partners selected In out of 2500 to **pioneer ServiceNow AgentAI**

ServiceNow Expertise

ITSM	SPM	Platform
CSM	IRM	Management
ITAM	SecOps	Apps and
ITOM	HRSD	Integrations
ITBM		Service Ops

4 sites

London, UK
Edinburgh, UK
Dublin, Ireland
Hyderabad, India



Tripartite Synergy for Excellence

Unifying Customers, Inetum, and ServiceNow in a Stronger Partnership



400+

Certified Consultants



4.8/5

CSAT Score



800+

Product Certifications



200+

Customers



10+

years of experience

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An end-to-end offer portfolio based on a proven methodology supported by a full-stack partnership model and our "in-house" GenAI Factory

Our GenAI Portfolio



GenAI-assisted redesign of specific workflows and processes:

- Convert legacy IT code
- Ease complex document and knowledge management
- Imagine new offerings and services for citizens
- Reinvent customer and employee 360 experience with conversational agents
- Embark and empower employees with GenAI copilots
- Capture P&L impact from GenAI

Methodology
to capture the value of
GenAI at scale:

Advisory & Readiness Qualification & Decision support Experiment Scale up & transformation



Assets to accelerate
in the right way:

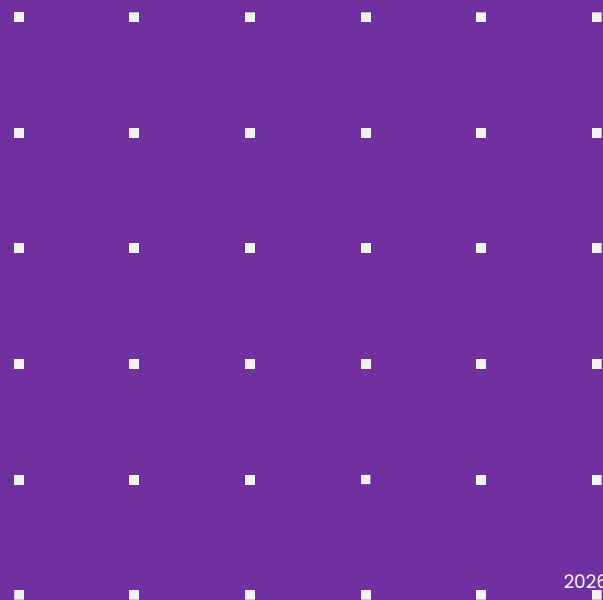


Solid alliances



04

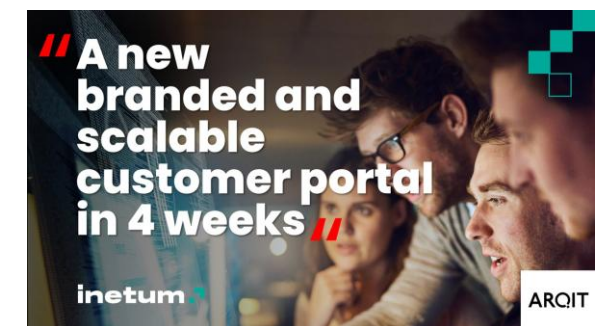
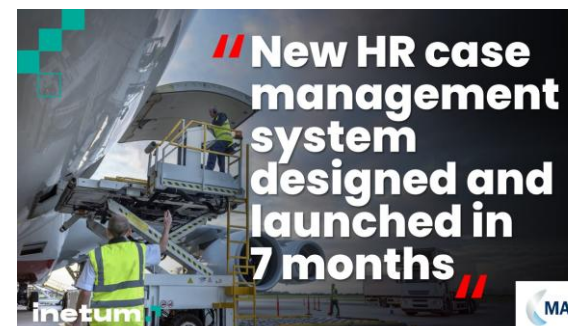
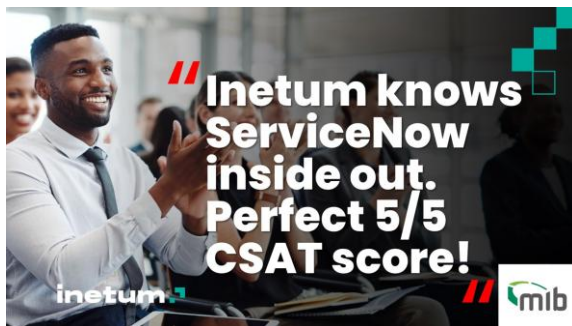
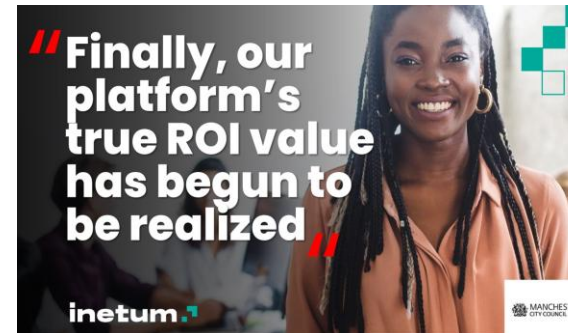
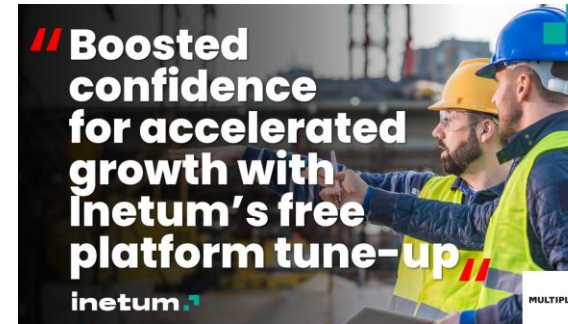
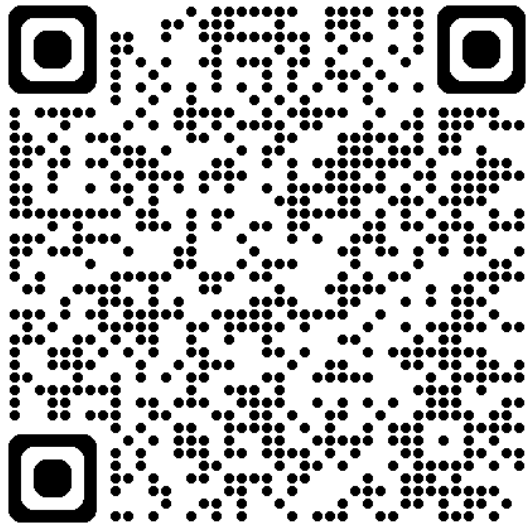
Customer Stories



Our **ServiceNow** outcome stories | UKI



Transforming Potential into Performance... Innovate. Accelerate. Elevate.



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FRANCE | SPAIN | PORTUGAL | BELGIUM | SWITZERLAND | LUXEMBOURG | UNITED KINGDOM |
IRELAND | POLAND | ROMANIA | BULGARIA | MOROCCO | TUNISIA | USA | BRAZIL | COLOMBIA |
MEXICO | PERU | INDIA



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