



ServiceNow Platform Management

G-Cloud 15 Service Definition Document

January 2026

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01

Inetum's Platform Management

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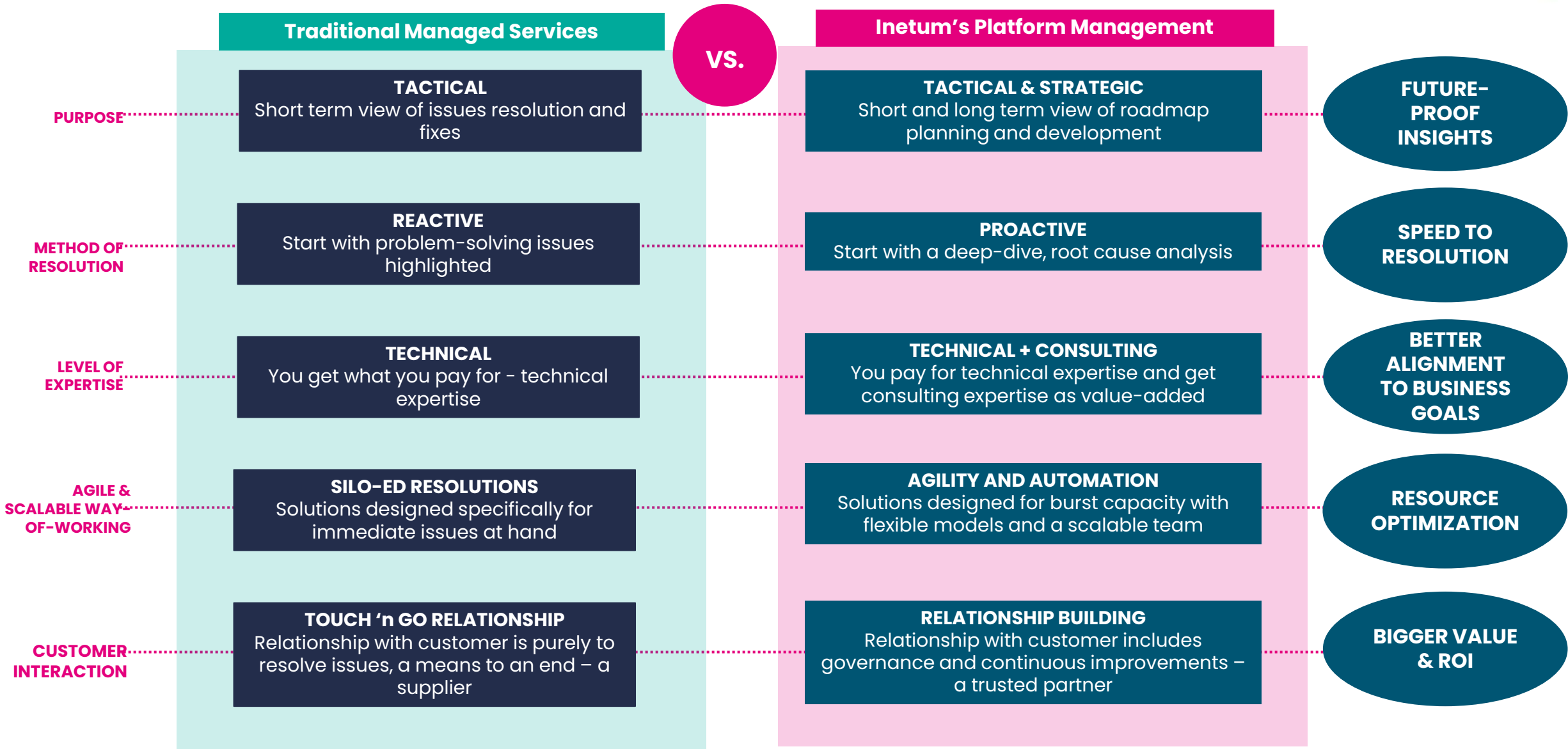
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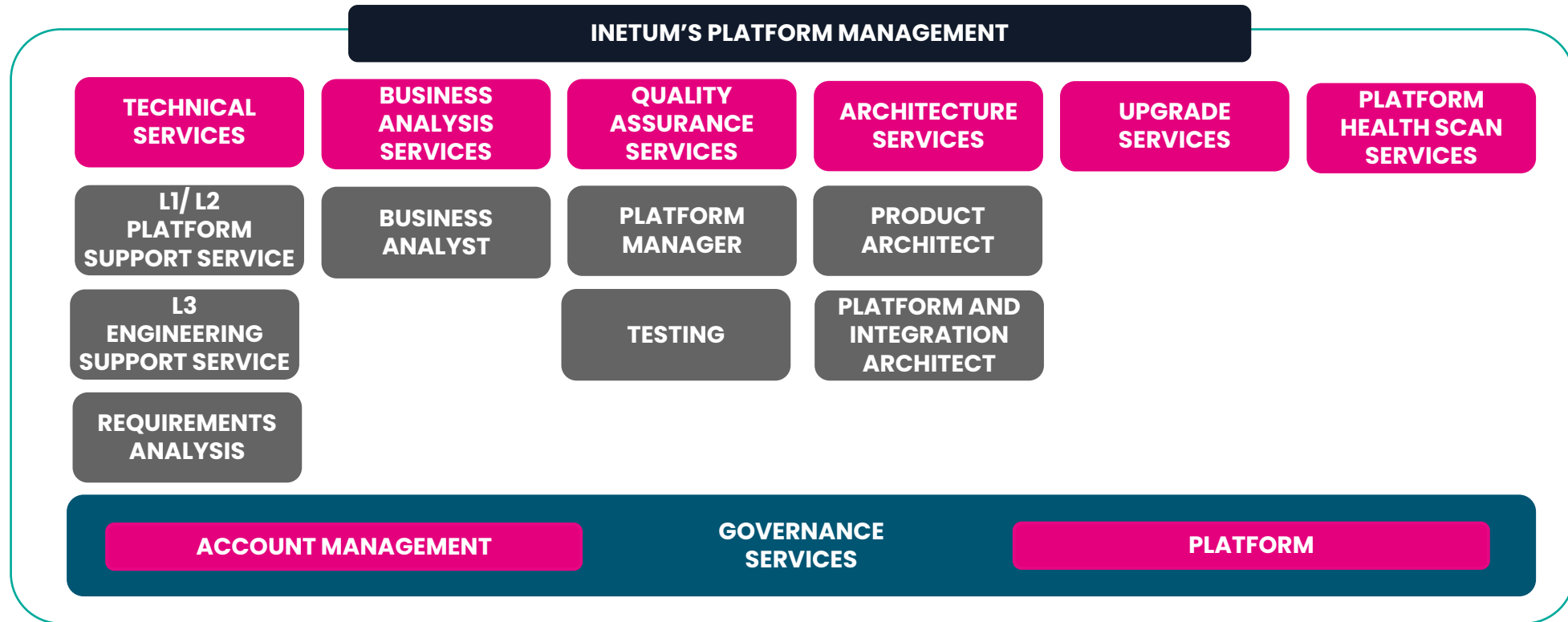
Platform Management | Why bother?



Platform Management | A flexible model



- Inetum's Platform Management service provides a **flexible approach** to allow clients to **supplement and bolster** in-house teams with a mix of different services.
- It's a flexible offering to allow clients to **choose the right level of service for their needs**.
- Inetum's global presence means we can offer near/offshore resources at **more competitive price points**.



Assist

For light-touch assistance and ad-hoc platform expertise:

- Reliable partner for timely support
- Technical issue resolution
- Access to experts across ServiceNow modules
- Handling complex issues
- Providing architectural guidance



Optimize

To enhance your team with certified professionals and skilled resources:

- Regular, dedicated time with experienced ServiceNow experts
- No need for recruiting and training struggles
- Effortlessly elevate your platform

Technical Services Explained



02

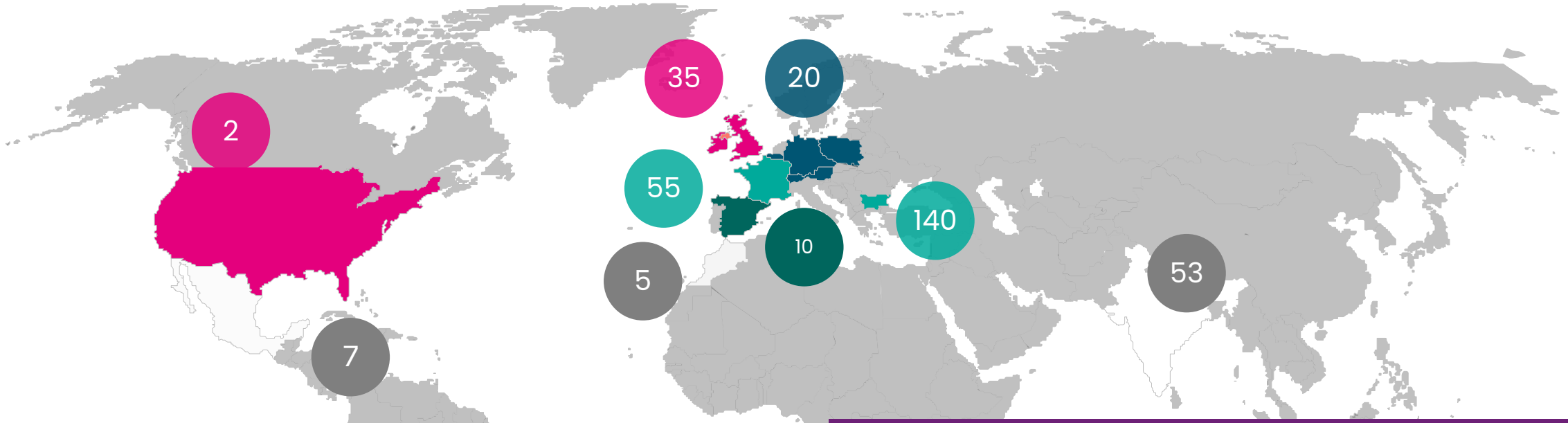
Inetum & ServiceNow Portfolio



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 | 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.

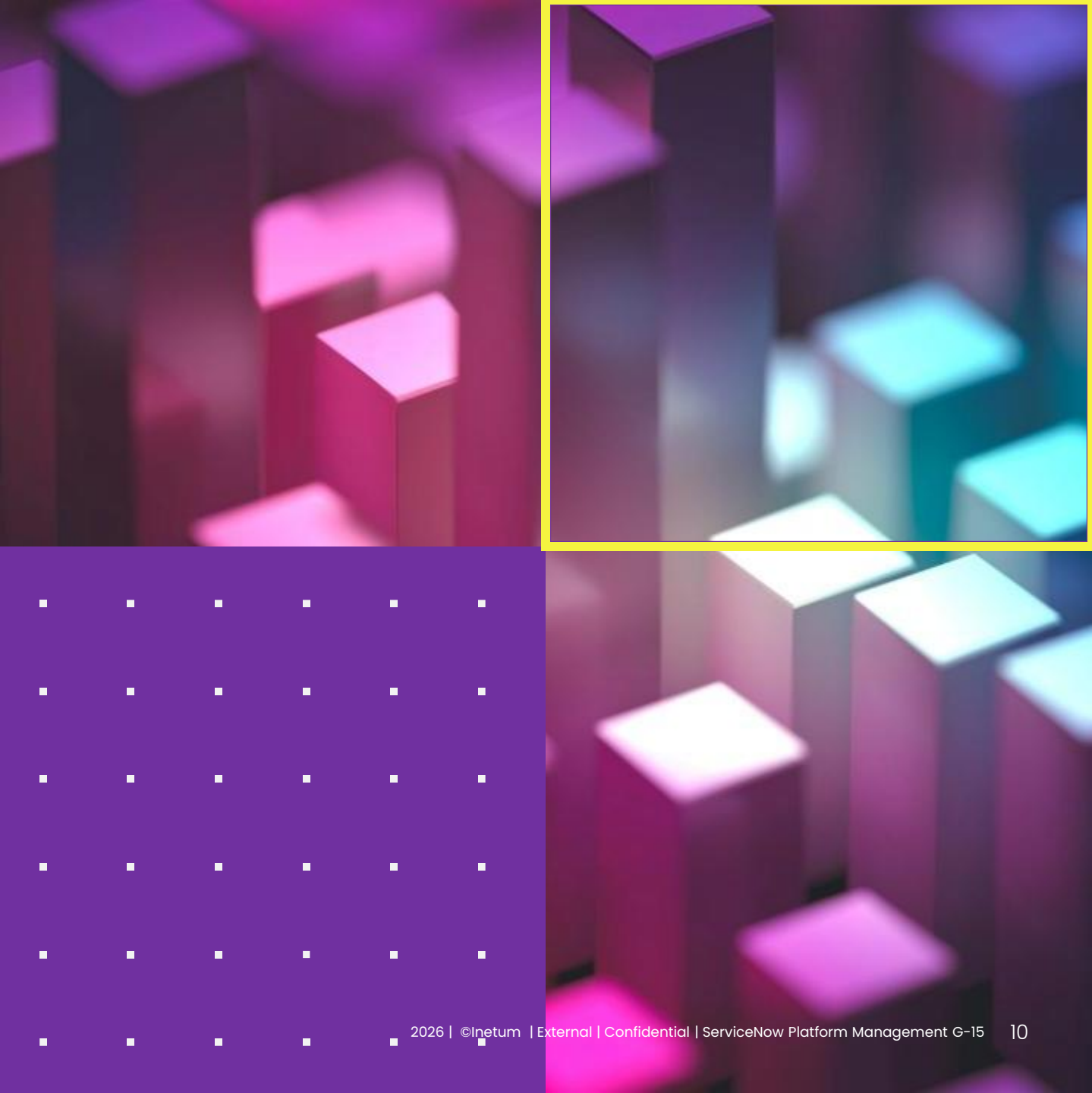
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Innovation at the Core:

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.

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**.

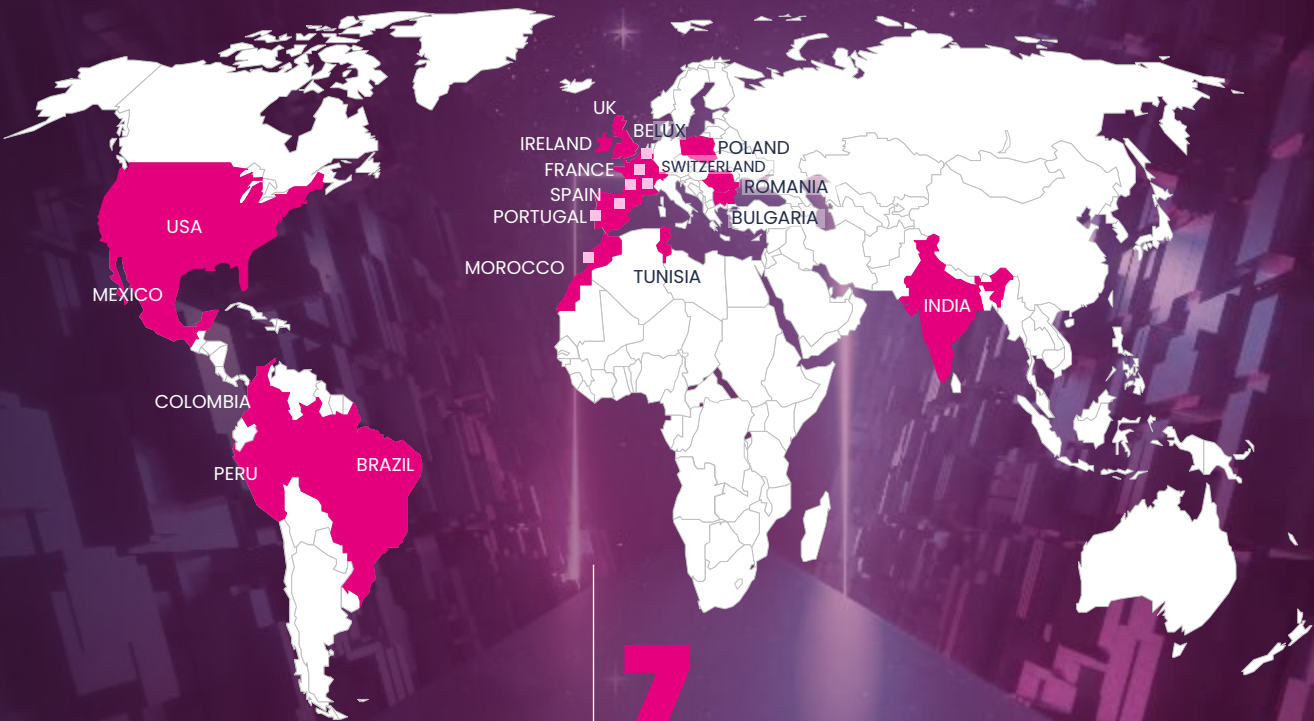
Partnering with us gives you access to **28,000 consultants** across **19 countries**, delivering exceptional value and seamless digital transformation with the latest technology.

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**

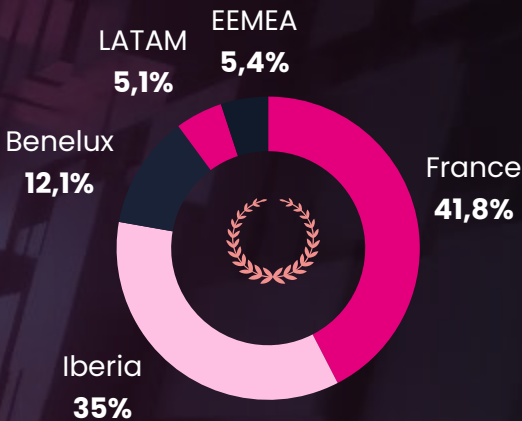


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FabLabs

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

% Revenue by region – FY 2024

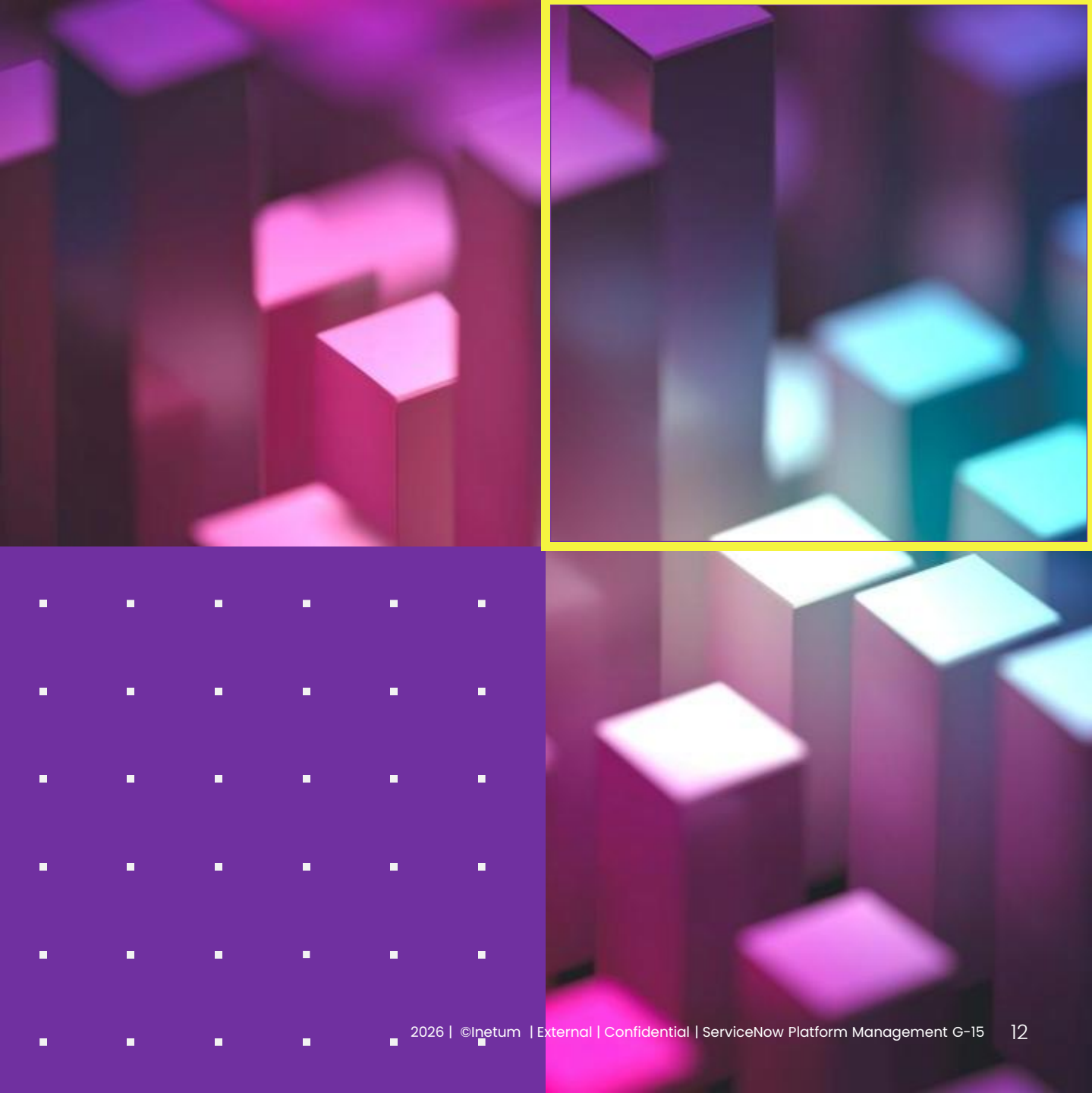


FRANCE	TOP 8
SPAIN	TOP 5
PORTUGAL	TOP 3
BELGIUM	TOP 2

...of IT company in the country

04

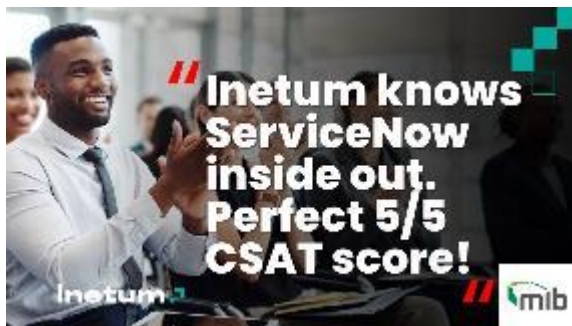
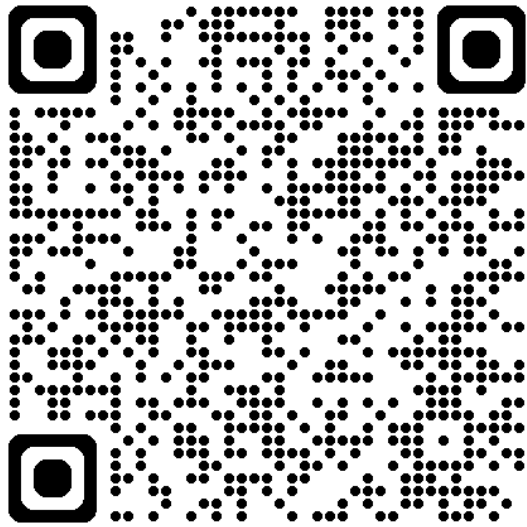
Customer Stories



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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