

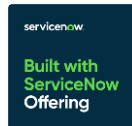
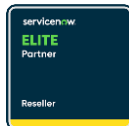
NEWROCKET

We help Universities get more from ServiceNow, combining platform expertise, automation, and AI to deliver results you can trust.

1,000+
Enterprises

3,000+
Projects

20+
Years



About NewRocket

Who we are & how we're set up

NewRocket is a Pure Play Elite ServiceNow Partner focused on helping Universities maximise value from the ServiceNow platform.

Our background is rooted in large-scale ServiceNow University deployments, with over 10 Customers here in the UK and over 25 globally. We operate as a trusted partner that helps customers move from legacy, fragmented processes to intelligent, automated, and AI-enabled services.

We align closely with ServiceNow product direction, governance standards, and best practice, ensuring solutions are scalable, secure, and future-ready.

This set-up has allowed us to grow rapidly. We are now the largest ServiceNow pureplay partner across the globe, with over 500 employees around the world.

Services: five practices, one journey

NewRocket is organised into five specialist practices, designed to work together to deliver a single, end-to-end ServiceNow journey rather than siloed implementations:

1. Technology Workflows – Core platform foundations, ITSM, ITOM, integrations, and service operations
2. Customer Workflows – Digital front door, case management, self-service, and omni-channel experiences
3. Security, Risk & Resilience Workflows – GRC, risk management, compliance, and operational resilience
4. Employee Workflows – HR, workplace services, onboarding, and employee experience
5. AI Practice – ServiceNow AI, Now Assist, intelligent automation, and responsible AI adoption

This model allows us to design once and scale across the enterprise, ensuring consistency, faster time to value.

ServiceNow licence resale

NewRocket is an authorised reseller of the full ServiceNow platform, enabling customers to procure:

1. The complete ServiceNow suite, across all workflows and AI capabilities
2. Licences and services together under a single commercial engagement
3. A simplified, compliant procurement route via G-Cloud
4. Right-size their ServiceNow licence requirements, aligning modules, users, and AI capabilities to real operational needs, avoiding over-licensing and maximising value.

This approach reduces procurement friction, shortens procurement cycles, and ensures customers realise value across both the platform and its AI-driven capabilities from day one.



Largest Pure Play
ServiceNow
Partner Globally



Higher Education
Market Leader



Dedicated
ServiceNow
AI Practice

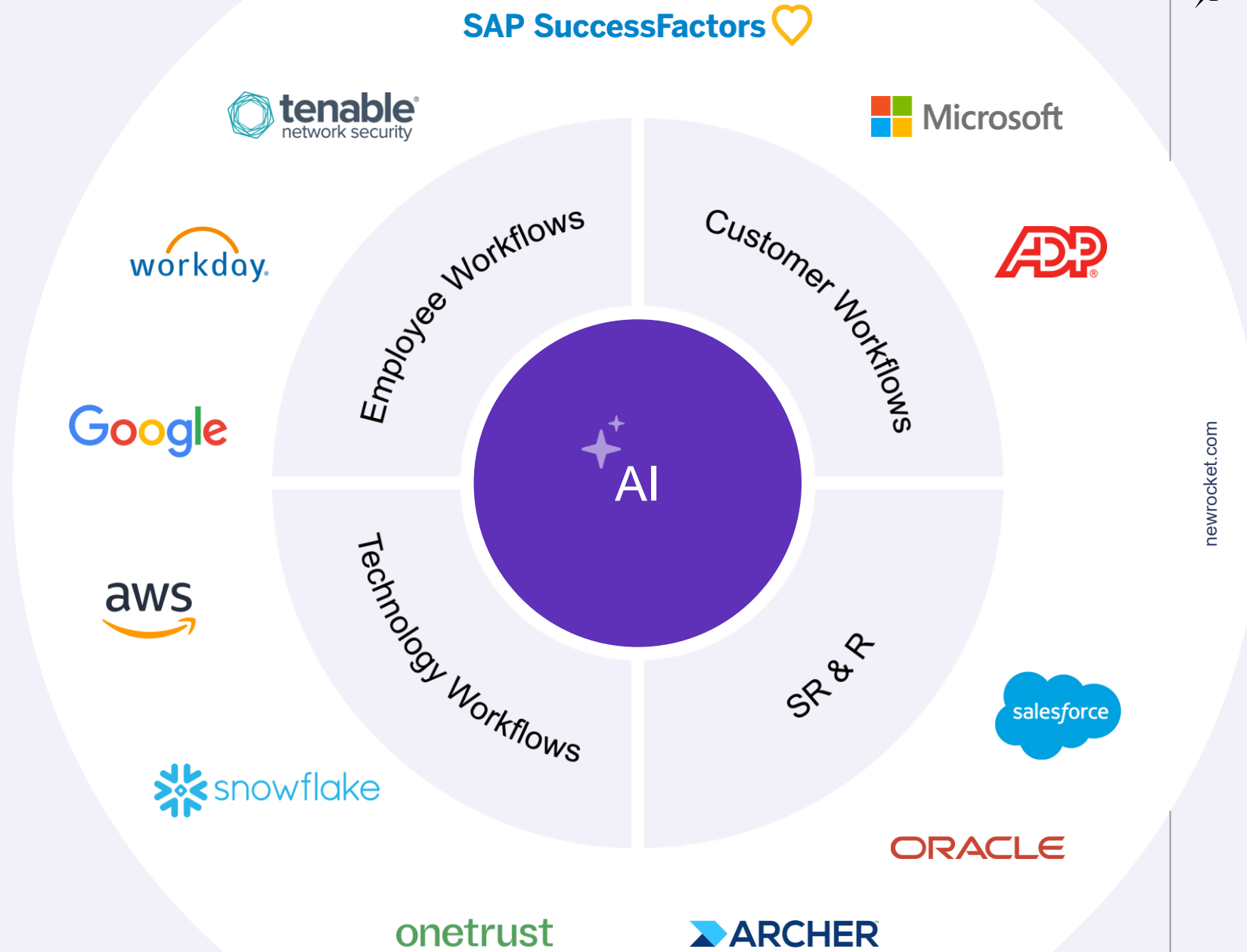
The Only AI-
Centered
ServiceNow
Elite Partner



Five Practices
Delivering One
Journey



The Only AI-Centered ServiceNow Elite Partner



Simple next steps to activate AI you can trust

We sell trust, outcomes, and adoption, packaged in four ways:



Advisory

Strategic guidance to set the right path.



Implementations

Solving an enterprise leader's most pressing problem.



Agentic Agents Ready to Support

FlightPath.AI, Now Assist Launch.



Retained Squads

Dedicated experts driving continuous client value.



Agentic Agents Ready to Support

Student Services

Student Enquiries or Cases

Student NPS Increase

Improve Student **Retention and Acquisition**

Student Journeys –
'Special Considerations',
digitizing Accommodation,
Finance, Admissions, Grants

Student Engagement

Control Tower for IT

Centrally manage multi-cloud environments & **deliver cloud services faster**

Asset lifecycle processes –
hardware, software &
enterprise

Digitising the **ITIL** processes

Automating the move from
reactive to proactive **service operations**

Technology Excellence

Enterprise Service Management

Staff Journeys
(e.g. **Joiners, Movers & Leavers**, Supplier Lifecycle Management)

Staff Experience Platform
(**Staff Portal**)

Reduce **FTE requirements**

Enterprise Service Management – digitizing
HR, Finance, Legal,
workplace processes

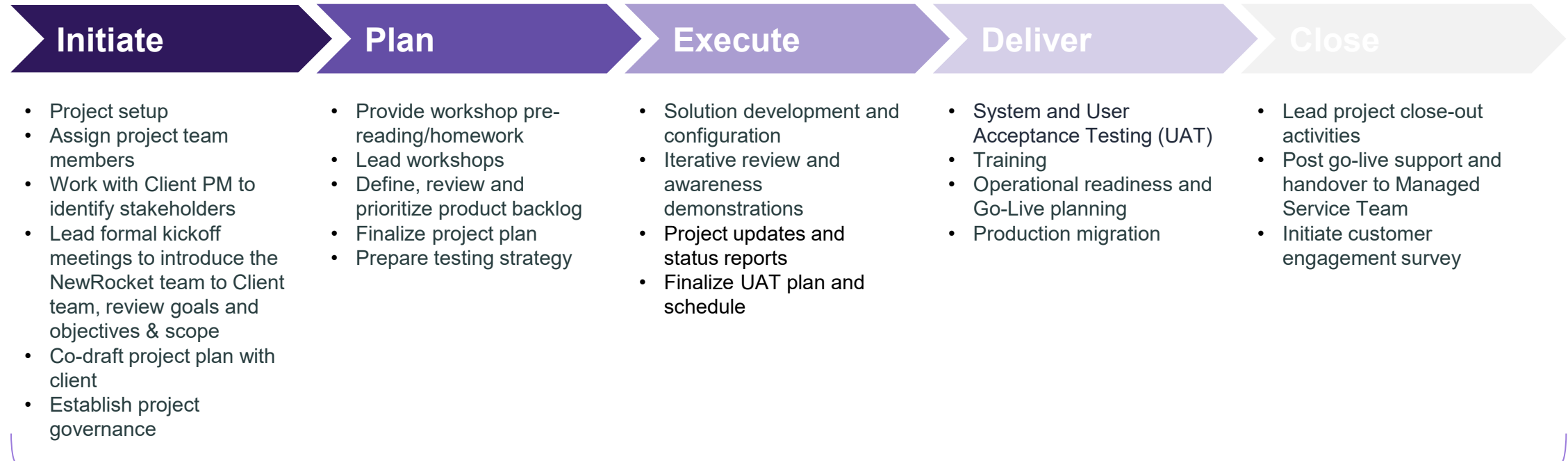
Staff Experience



Implementations

Retained Squad 👤👤👤👤

Newrocket Implementation Framework



NewRocket team

Senior Architect
Senior Business Analyst
Senior Project Manager
Senior Engineer(s)
Trainer
Tester

NewRocket Detailed Offerings

FlightPath - Business Outcomes and Advisory Services

Strategic Roadmapping & Innovation	Business Change Management	Target Operating Model	Business Outcomes Mapping	Business Vision Alignment	AI	Center of Excellence Design	Benefits Realization & KPI's	Business Case Definition
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Human Experience and Adoption

Digital Workplace Design	Translation Assistant and Maintenance	RocketFuel UI Design System	LaunchPad Portal Accelerators	Intranet and Content Management	Mobile App Design and Delivery	Visual Design and Wireframing	Custom App Design and Delivery	UI / UX Strategy and Consulting
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Technical Design and Implementation Services

Project / Program Management & Governance			Solution Architecture		Integration Design	
Workshops	Process Design	Technical Design	UAT / Training		Documentation	
IT Service Management	IT Operations Management	IT Asset Management	Enterprise DevOps	Security Operations	Integrated Risk Management	
Strategic Portfolio Management	HR Service Delivery	Domain-Separation	Customer Service Management	AI	Enterprise Service Management	

Accelerators and IP

Codeworks	Major Incident Management	AI
ITSM Rapid Delivery	Platform Rapid Delivery	Service Portal Accelerators
Integration Best Practices		Domain Separation

Partnerships

ServiceNow
Mercer
Rimini Street
3C Logic
Angle Point
Proven Optics

Operational Services and Retained Squads

Platform Governance & Administration	Continuous Improvement & Enhancements	Global Support via CSM Portal	Dedicated Technical Account Manager & Devs	Monthly and Quarterly Service Reviews / Reporting	Service Level Agreements and Targets
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ServiceNow capabilities

Technology Workflows						
ITSM/DevOps	ITOM	ITAM	SecOps	SPM	Integrated Risk Mgmt	ESG
Change Mgmt	Discovery	Software Asset Mgmt	Security Incident Resp	Application Portfolio Mgmt	Policy & Compl Mgmt	ESG Mgmt
Incident Mgmt	Service Mapping	Hardware Asset Mgmt	Vulnerability Response	Innovation Mgmt	Risk Mgmt	ESG Command Center
Problem Mgmt	Certificate Mgmt	Enterprise Asset Mgmt	Threat Intelligence	Resource Mgmt	Audit Mgmt	Carbon Mgmt
Request Mgmt	Firewall Audit	Contract Mgmt	Configuration Compliance	Demand Mgmt	Bus Continuity Mgmt	
Asset & Cost Mgmt	Service Graph Connectors	Cloud Cost Mgmt		Release Mgmt	Third-Party Risk Mgmt	
Now Assist for ITSM*	Agent Client Collector	IT Asset Offboarding		Digital Portfolio Mgmt	Cont Auth & Monitoring	
Digital Portfolio Mgmt	Event Mgmt	SaaS License Mgmt		Scenario Planning	Regulatory Change Mgmt	
DevOps Chg Velocity	Metric Intelligence			Strategic Planning	Privacy Mgmt	
DevOps Config	Site Reliability Ops			SAFe	Operational Risk Mgmt	
	ITOM Governance			Investment Funding		
	Health Log Analytics			Agile Development		
	Cloud Observability					

Employee Workflows		
HR Service Delivery	Workplace Service Delivery	Legal Service Delivery
Case & Knowledge Mgt	Case Mgmt	Counsel Center
Employee Relations	Reservation Mgmt	Matter Mgmt
Employee Center	Visitor Mgmt	Request Mgmt
Manager Hub	Indoor Mapping	Practice Applications
Employee Journey Mgmt	Space Mgmt	
Onboarding & Transitions	Move Mgmt	
Employee Growth & Dev	Maintenance Mgmt	
Now Assist for HRSD*	Lease Administration	
	Workplace Central	
	Health & Safety	

Customer Workflows		
Customer Service Mgmt	Field Service Mgmt	Order Mgmt
Case Mgmt	Work Order Mgmt	Adv Product Catalog
Engagement Messenger	Dynamic Sched & Dispatch	Price Mgmt
Guided Decisions	Planned Maintenance	Order Capture
Service Model Foundation	Crew Operations	Order Decomposition
Service Mgmt for Issue Res	Contractor Management	Catalog-driven Orchestration
Proactive Cust Serv Ops	Mobile Agent Experience	Fallout & Jeopardy Mgmt
Communities	Asset & Cost Management	In-flight Order Changes
Outsourced Cust Serv	Inventory Management	Order Capture APIs
Now Assist for CSM*		

Finance & Supply Chain Workflows		
Sourcing & Procurement Ops	Supplier Lifecycle Ops	Accounts Payable Ops
Source & Purch Automation	Craft.io integration	Invoice Processing
Procurement Case Mgmt	News integration	Invoice Case Mgmt
Shopping Hub		

Industry Solutions: Banking; Government; Healthcare & Life Sciences; Insurance; Manufacturing; Telecommunications, Media, and Technology

Creator Workflows		Consistency & Scalability		Engagement		Productivity		Automation		Intelligence		Security	
Low code tools	Automation Engine	 Now Platform®		CMDB	Service Portal	Workspaces	Flow Designer	Generative AI	Instance Security Center				
App Engine Studio	Integration Hub	CSDM	Conversational Interfaces	Playbooks	Process Automation Designer	Agentic AI	Zero Trust Access						
Guided App Creator	RPA Hub	Knowledge Management	Dynamic Translation	Service Level Management	Decision Builder	Document Intelligence	Encryption						
Service Creator	Attended Robots	Service Catalog	Mobile	Skills Management	Advanced Work Assignment	Intelligent Search	Data Anonymization						
UI Builder	Unattended Robots		Universal Request	Reports & Dashboards	Automation Test Framework	NLP / NLU / NLQ	Secrets Management						
Table Builder	Document Intelligence		Walk-up Experience	Visual Task Boards	Admin Center	Process Mining	Log Export Service						
Delegated Development	Automation Center		Surveys & Assessments	Workforce Optimization	Embedded integrations	Automation Discovery	Code Signing						
Mobile App Builder	Stream Connect				Robotic Process Automation	Platform Analytics	Data Discovery						
Studio IDE						Continual Improvement Mgmt							
Now Assist for Creator*		Unified data model: Task, Asset, Company, User, Group/Role, Service											