

UP3 ServiceNow Managed Services

Service Description



UP3 offers world class ServiceNow Managed Services. We design and deploy an effective ServiceNow operating model to ensure your platform is secure, efficient and high performing.

We fully manage the patch and upgrade process including reviewing the latest releases with you, testing your applications and scheduling the upgrade of each instance.

We also provide a scalable level of development service which can cover application implementation and enhancements, AI implementation and rapid proof of value prototyping.

All at a fixed, predictable cost with consistent service levels.

No call off hours, per ticket pricing, or hidden charges.

Our Managed Services cover all your support and development needs. Our dedicated, UK-based team of highly-skilled, security cleared experts greatly reduce the risk of managing the platform yourself. Allowing you more time to engage with your business and your customers.

We focus on ServiceNow



You focus on your business.

Business Demand



Strategic
Objectives



Business
Change



Legal
Change



Technology
Change



Process
Improvements



Supplier
Changes

ServiceNow Roadmap:



Demand Management

Ideation | Prioritisation | Approval



Core platform support

Continuous delivery

Release Management



Incidents



Requests

Incident resolution
Major incident management
Problem management
Standard request fulfilment
ServiceNow upgrades

**UP3 ServiceNow Managed
Support Service**

Story definition
Sprint planning
Sprint execution



**UP3 ServiceNow Managed
Development Service**

Release 1

Release 2

Release 3

Release 4

Service features

Service	Features	Measures
Managed Support Service	Fully-certified UK based Managed Service team, with security vetting, covering engagement support and development.	Core hours: 09:00-17:30 (extended as required up to 24x7)
Core support	Resolution of incidents Full management of escalations to ServiceNow Fulfilment of requests Dedicated UK based team of Managed Service Consultants	Resolution SLAs: P1 - 4 hours P2 - 8 hours P3 - 3 days P4 - 5 days
Platform management	Scheduling and testing, patch and platform upgrades Proactive platform management and optimisation Workflows and automation	Quarterly patching Up to 2 upgrades per year
Demand management	Backlog enhancement, agile boards etc. Demand reviews as required (minimum quarterly)	TBD
Service reporting & measures	Service status dashboards and weekly reporting Onsite status updates Service reviews	CSAT or NPS, SLAs Weekly, monthly, quarterly
Development	Agile development to deliver application extensions, enhancements and additional functionality	Agreed during onboarding
Managed Development Service	Additional high cadence agile development scaled to suit customer's demand and roadmap. Includes Engagement Manager and Business Process Consultant for roadmap and demand delivery.	Capacity, in the form of development sprints, agreed per customer

*Capacity modelled on customer specific ServiceNow platform and applications in scope.



8
Validated
Practices

servicenow. Validated Practice ✓ Now Assist for CSM	servicenow. Validated Practice ✓ ITOM Health EMEA	servicenow. Validated Practice ✓ Customer Service Mgmt EMEA	servicenow. Validated Practice ✓ Field Service Management EMEA
servicenow. Validated Practice ✓ IT Service Management EMEA	servicenow. Validated Practice ✓ Strategic Portfolio Management Standard	servicenow. Validated Practice ✓ App Engine EMEA	servicenow. Validated Practice ✓ IT Service Management EMEA



If you really want to get the best out of the product, your absolute goal is to **ensure you've got that UP3 ServiceNow Managed Service with you from the beginning.**

Christine Heynes
Head of Customer Transformation

southeastern



We are in the middle of our **digital transformation journey;** we need to drive efficiency and automation to scale our business. We selected UP3 as our Implementation and Managed Service partner because we needed **certainty of outcome and we know that UP3 will deliver that.**

Matt Simpkin
Global Chief Information Officer

CLYDE&CO



UP3 actually **came to us with solutions** and actually gave us some **added value and benefits out of the ServiceNow platform** that we didn't know about. We knew then that we had a **partner for life**.

Mike Appleton-Derrick
Senior Solution Lead



All the projects that have been delivered have been **excellent**. If anyone were to ask me, who would I **recommend as ServiceNow partner** to support them on a journey, **UP3 would be my primary organisation** to help them on their journey.

Kasem Saowijit
Head of Digital Workplace Services



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