

UP3 ServiceNow Implementation Services

Service Definition Document



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We focus on ServiceNow. You focus on your business

We help organisations transform how work gets done by designing, implementing, and integrating ServiceNow solutions and AI that automates end-to-end business processes. Using Agile delivery aligned to ServiceNow's best practice NowCreate methodology, we focus relentlessly on business outcomes, not just technology. Our projects are fixed duration to create urgency, shared ownership, and dependable delivery. We stick to our estimates.

We value long-term partnerships with our customers and guarantee joint success.

Custom Solutions

We leverage the full extent of our expertise to understand complex business workflow problems and solve them with ServiceNow.

ServiceNow Store Apps

Where our custom solutions solve industry problems, or can be used across businesses or sectors, we turn them into ServiceNow Store applications.

ServiceNow Managed Service

By taking care of the platform and offering an agile delivery capability our customers can get more done on ServiceNow.

We know how important first impressions are

There is more to a successful implementation than technical development. We have an entire team focussed on delivering successful outcomes to the customer. We ask 'why' and advise on 'how'. We're even prepared to say 'no'

Solution Consultancy

We understand ServiceNow and spend time really understanding the outcomes a customer wants to achieve before making any recommendations.

Business Process Consultancy

All our engagements have a dedicated Business Process Consultant to advise and guide on what is right for the customer with a focus on outcomes and best practice.

Technical Architecture

All implementations begin with a technical design. Our experienced, Certified Technical Architects will be involved throughout to ensure success.

Engagement Management

Our dedicated, and experienced Engagement Managers are focused on ensuring we deliver the outcomes our customers actually need.

Technical Development

Our world class team always adheres to development best practice. We are not afraid to challenge customers if they want to do something we wouldn't recommend.

Custom solutions



The organisations we work with recognise the workflow capability of ServiceNow. They want to address complex workflow challenges in mission-critical areas of their business. They need a partner that can help them achieve this.

We unlock efficiencies

By developing solutions on ServiceNow where the platform may not have been initially considered.



Solution:
Covid 19 Vaccination Booking App



Solution:
Customer Relations



Solution:
MoJ Electronic Monitoring



Solution:
Technology Performance Availability Management (TPAM)



Solution:
Disruption Management



Solution:
Rapid deployment of SPM for Commercial X

Implementation Services testimonials



UP3 have always been a valuable ServiceNow partner for Southeastern. We've worked with them for a number of years, so they **truly understand our organisation** and what we're trying to achieve. The implementation of Virtual Agent is the latest way we've been able to take advantage of the functionality within ServiceNow, **using its AI capabilities to provide a seamless and positive experience for our customers.**

David Banham

Customer Relations Operations
Manager

southeastern



What a pleasure it has been working with the UP3 team. We've achieved such a lot in a short space of time, and that's thanks to how easy it has been to communicate and plan work with you, and **the impressive development work** completed. I also appreciate everything that you have done **over and above the requirements**, such as supporting and producing training material.

Serena Rossiney Bond

COVID-19 Response Programme Manager

serco

Implementation Services testimonials



UP3 are a credit to the ServiceNow partners. They understand the platform and **bring this to life** to help us, the customer, in everyday challenges to **improve process and working.**

Barj Duhra
Head of Technology Services

AVANTI
WEST COAST



What we have **delivered with UP3 on the Electronic Monitoring contract this year is remarkable**, particularly when you look back at the mountain we had to climb this time last year. We have **successfully signed off major project milestones** thanks to everything that has been delivered on the ServiceNow platform this year. We see **UP3 as a true partner** in delivering this contract to the MoJ going forwards.

Kelvin Daley
Transformation Director

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