

ServiceNow Implementation, Enhancement & Engineering Support

The full ServiceNow platform, delivered end to end

Service overview

Digital Clarity is a specialist ServiceNow partner delivering the full platform end to end: implementation, enhancement, integration, upgrade and engineering support. From ITSM, ITOM and HR Service Delivery to Security Operations, risk, asset management, field service, contract management and portals, we orchestrate automation across your organisation and accelerate every engagement with our governed AI delivery engine. Certified consultants, delivered on ServiceNow's Now Create method, with proven public-sector and regulated-sector experience.

Features

- ITSM: Incident, Problem, Change, Request and Service Desk
- ITOM: Discovery, Service Mapping and Event Management
- HR Service Delivery (HRSD) and Employee Center
- Security Operations (SecOps) and Vulnerability Response
- Integrated Risk Management (IRM/GRC) and Third-Party Risk (TPRM)
- Hardware and Software Asset Management (HAM/SAM Pro)
- Field Service Management (FSM) and Contract Management
- Service Portal, Service Catalogue and self-service
- Integrations, CMDB, custom apps (App Engine) and reporting
- AI-accelerated delivery, Now Assist and workflow automation

Benefits

- One specialist partner for the whole ServiceNow platform
- Faster time to value from a ServiceNow-only specialist
- Automate and orchestrate work across every department
- Lower delivery risk with certified people and proven method
- Upgrade-safe configuration that avoids technical debt
- Reduced delivery cost through AI acceleration
- Better user experience through portals and self-service
- Compliance, risk and security managed on one platform
- Public-sector and regulated-sector experience
- Knowledge transfer so your team can run the platform

Pricing

Time-and-materials at SFIA-aligned day rates by role (analyst to architect), or fixed price for defined scopes. Education pricing available.

A full pricing document accompanies this service on the Digital Marketplace. SFIA-aligned day rates by role.

Onboarding

Engagements begin with a short mobilisation: a kick-off and discovery workshop to confirm scope, outcomes, roles and the delivery plan, followed by environment access, a prioritised backlog and a governance cadence. We work to ServiceNow's Now Create method and integrate with your programme governance. Typical mobilisation is one to two weeks from contract.

Offboarding

At the end of an engagement we provide full handover: configuration and technical documentation, update sets and code, knowledge-transfer sessions and support runbooks where applicable. Your data and configuration remain in your own ServiceNow instance throughout, so there is no data extraction or lock-in on exit.

Support and service levels

Support is available during UK business hours as standard, with extended and managed-service options by agreement. Response and resolution targets are set by priority (P1 to P4) and agreed in the statement of work, with regular service reporting, a named contact and clear escalation routes.

Why Digital Clarity

We are a UK-based ServiceNow specialist with certified consultants, architects and developers, delivering for public sector, financial services and other regulated organisations. We combine deep ServiceNow expertise with recognised service-management and risk credentials, and accelerate delivery with our governed AI engine. References available on request.