



ServiceNow Implementation and Consultancy Services

G Cloud 15

www.xcession.co.uk



Agenda

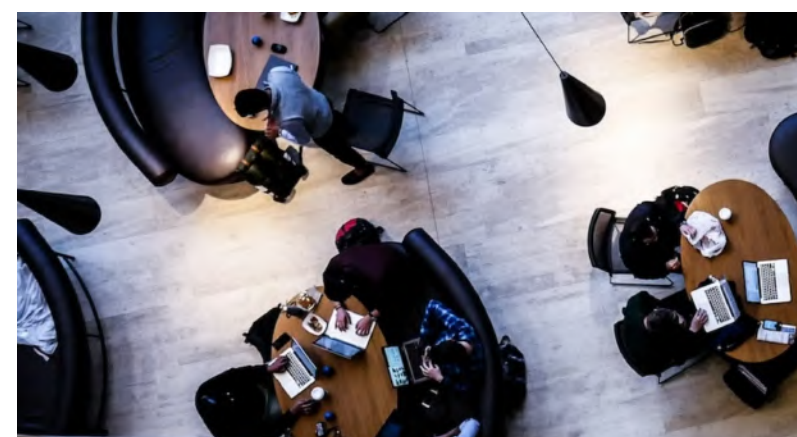
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1 Our Mission

Successfully implementing and managing an Enterprise Service Management system is one of the most important yet challenging technology journeys a company can make.

Our mission is to help you maximise the value of your ESM solution by increasing service performance, business agility, speed and cost-effectiveness whilst delivering an exceptional experience for your customers.

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Service Introduction

Thank you for considering Xcession to deliver your Cloud Support services. Xcession delivers market leading ITIL-compliant Service Management solutions on client sites and remotely as secure cloud services.

Xcession are vendor agnostic but with broad and deep expertise on a variety of Enterprise and IT Service Management leading platforms including ServiceNow, Freshworks, Xurrent, Halo and BMC Helix.

With an exceptional record of delivery Xcession offers the public sector a unique knowledge of the leading technology platforms as well as industry best practice from all major markets including manufacturing, media, telecommunications, financial services, public sector and retail.

servicenow®

 **freshworks**



 **bmc**

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Service Overview – ServiceNow Implementation and Consultancy

At Xcession, our Implementation and Consulting Services are designed to help organisations unlock the full value of their ServiceNow investment. Whether enhancing an existing platform or delivering a new, enterprise-grade IT and service management solution.

Our proven delivery approach ensures your ServiceNow environment is fully aligned with your business strategy. From analysis and architecture to design, development, testing, and project management, we enable transformation that drives efficiency, optimises processes, and improves service outcomes.

Analysis and Strategic Alignment

Our engagement begins with a comprehensive assessment of your current environment including what's working, where the pain points lie, and how your business objectives can be better supported. We look beyond technology to understand the cultural and operational shifts needed to embed ServiceNow successfully.

As part of this, we assess process maturity and identify opportunities to streamline and optimise. We work closely with you to define a target operating model that leverages ServiceNow's out-of-the-box capabilities, accelerating adoption and maximising ROI.

Solution and Build

Xcession designs and builds solutions that combine ServiceNow's native capabilities with intelligent customisation. We configure and extend the platform to improve operational efficiency and reduce total cost of ownership. Where required, we develop scalable, data-driven custom solutions to meet unique business requirements that fall outside standard ServiceNow functionality.

For organisations requiring integration with third-party systems, we deliver robust, bi-directional integrations, developed through collaborative design workshops and leveraging the latest ServiceNow technologies.

Rigorous testing underpins every build. We utilise ServiceNow's Automated Test Framework (ATF) alongside system integration and user acceptance testing to ensure quality, stability, and user confidence ahead of go-live.

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Service Overview – ServiceNow Implementation and Consultancy

Support

Xcession can also provide ServiceNow Application support with add on dev-ops as part of our Xcession Application Management Service published in G Cloud.

Management

Xcession provide complete end to end programme and project management services including business communications, project health and reporting as part of this service. Our ServiceNow Implementation and Consultancy Services includes below ServiceNow Applications:

- IT Service Management
- IT Operations Management
- NowAssist and Agentic AI
- AI Control Tower
- IT Asset Management
- HR Service Delivery
- Core Business Suite
- Bespoke Now Platform and Now Mobile apps
- SecOps
- GRC, IRM, BCM

All of the above with the capabilities of the NOW platform such as Now Mobile app, Virtual Agent, Agentis AI, Walk-Up experience, Agile development, Orchestration, Performance Analytics, Predictive Intelligence and Integration hub.

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Service Overview – ServiceNow Implementation and Consultancy

Service Features

- Enterprise Service Management Architecture and Design for ServiceNow Platform
- Use-case driven and automation focused solution design and implementation
- Target Operating Model based Integration solution design and implementation
- Common Service Data Model based CMDB integration design and implementation
- Expertise in ITSM, ITOM, CSM and HRSD to achieve ROI
- Bespoke ServiceNow platform hosted application DevOps support
- Business requirements-based implementation execution methodology (Agile or traditional)
- Existing ServiceNow instance migration, upgrade support, enhancements and maintenance
- Certified and security cleared resource to required level
- Enhanced and Managed Support Offerings

Service Benefits

- Not aligned to the vendor so a trusted advisor
- Maintain Out-of-the-box features and less or no customization for easier upgrades
- Specialist UK SME with on, near and off-shore resources
- Drive your organisation towards automation and orchestration to realise ROI
- Lessons learnt applied to the project from previous experience
- Optimise investment in the tool by using the Out-of-the-box capabilities
- Thought Leadership based consultancy approach
- Increase ROI and speed adoption of ServiceNow solutions

7 1 Page Deliverables Overview – ServiceNow Implementation



1. ServiceNow Platform Setup
During this phase Xcession will perform activities needed to establish the technical foundation for successful implementation of the ITSM module. These activities include:

- Kick off meeting and workshops
- Configuration of Single-Sign-On
- Enabling Cross Domain capability
- Branding of the ServiceNow Instances
- Security setup
- Ip Restrictions (as required)

3. Module Configuration
During this phase Xcession will perform activities needed to implement the core ITSM processes. These activities include:

- Process workshops
- Incident Management
- Change Management
- Defined User Stories
- Review workshops
- Unit and System Testing

5. Employee Center
During this phase Xcession will perform activities needed to establish a service portal through which users would be able to access IT resources. These activities include:

- Workshops
- Configuration of Service Portal
- Branding of the portal

7. Transition to Service Go Live
During this phase Xcession will support business communications, train resources and deliver the production system. These activities include:

- Comms strategy
- Deliver train-the-trainer sessions
- Deploy all config to production and copy instances to dev and test
- Hypercare support for the first week of go live
- Handover the system to the team who will provide on-going support.



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2. Core Foundation Data
During this phase Xcession will perform activities needed to establish the technical foundation for successful implementation of the ITSM module. These activities include:

- Workshops
- Creation of the following:
- Users (via Entra)
- Companies
- Groups
- Integration with SCCM (subject to licensing)
- And more

4. Reports, SLA and Surveys
During this phase Xcession will perform activities needed to configure Catalogue Items, SLAs, Reports and Surveys. These activities include:

- Kick off meeting and workshops
- Catalogue Item requirements
- SLA Requirements
- Survey Requirements
- Defined User Stories
- Configuration of User Stories
- Review workshops
- Unit and System Testing

6. User Acceptance Testing
During this phase Xcession will support User Acceptance Testing. These activities include:

- Development of UAT scripts
- Review of scripts by Xcession
- Planning of UAT and resource allocation including process for defect management and resolution by Xcession
- Execution of testing
- Defect review and remediation by Xcession
- UAT exit report showing the test executed, defects raised and resolved
- UAT can exit once no Critical defects are open

Go Live

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Our Approach

Xcession focuses on key customer outcomes:

- Improving Customer Experience (both internal and external customers)
- Improve the ability of IT and the Business to implement change whilst minimising risk
- Increase productivity and the value of people's work
- Extend best practices within IT to other lines of business like HR, Finance, Facilities and Security

Our service offerings fall into three core areas:

- Enterprise and IT Service Management Advisory
- Enterprise and IT Service Management Implementation and Value Realisation
- Application Management Services (Support and Development)



5 Pricing and Commercial

This service is priced in accordance with the SFIA Rate Card.

Xcession has on, near and off shore teams offering competitive rates as appropriate. Projects can be priced as Fixed Price or Time & Materials depending on the customer requirement.

Please refer to the Supplier Terms although we would be happy arrange a call or meeting to discuss your requirements in more detail.

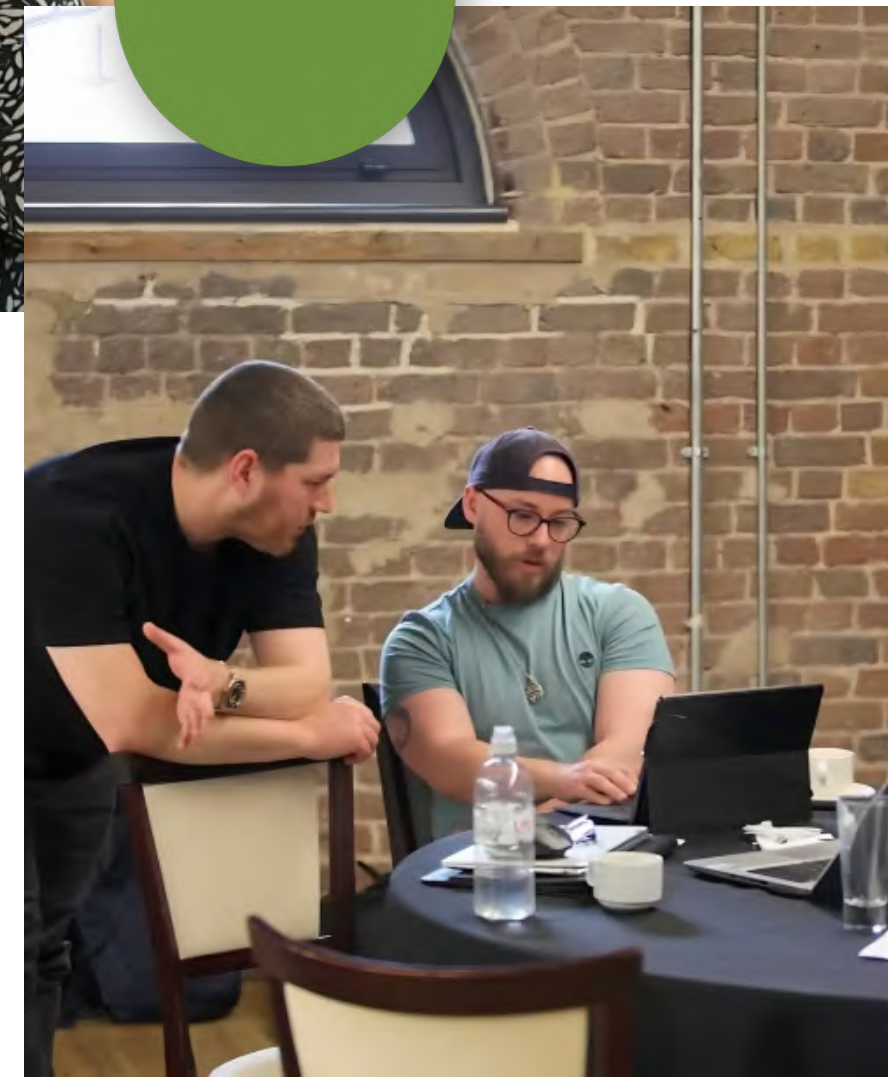
6 Social Value

Xcession is a UK based SME with a fully remote permanent and contract workforce. Our organisational values align with the UK Government initiative to Kick-Start the UK Economy, and we commit to:

- Provide an environment where our staff can enjoy their work and flourish
- Continually learn from each other, and our customers and partners
- Remain 100% unbiased in respect to people and technology
- Embrace change, constantly looking at how we are able to improve

We invest in frequent training and development of our staff for both technical and non-technical skills. We conduct annual employee surveys, and as an employer of staff who work remotely, we take very seriously our responsibilities to support our staff in their home environment.

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For more information about this or any of our G-Cloud services, please contact us:

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