



IT and Enterprise Service Management Advisory Services

G Cloud 15

www.xcession.co.uk



Agenda

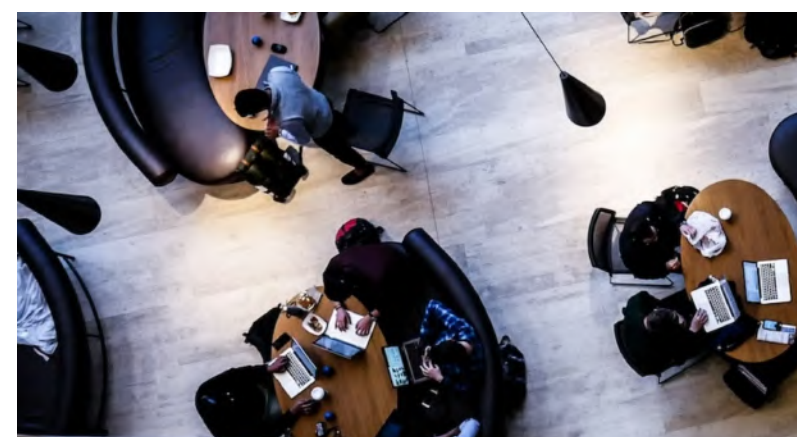
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1 Our Mission

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

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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 – Enterprise Service Management (ESM) Advisory and Optimisation Service

Our Enterprise Service Management (ESM) Optimisation advisory service ensures that organisations maximise value from their ESM investments. We review and enhance not just ITSM, but all enterprise services such as HR, Facilities, and Finance, ensuring tools, processes, and organisational alignment support the entire business.

Successful optimisation of ESM depends on a comprehensive understanding of processes, technology, and organisational structure across all business areas. Our advisory provides the expertise needed to drive holistic transformation, streamline ways of working, and embed lasting business change. We help you realise the full potential of your investment in people, processes, and technology while supporting a culture of continuous improvement and business agility.

- We optimise and scale enterprise services to meet current and future business needs across Cloud and all business domains.
- Our team bridges the gap between your organisation, supporting technology, and the varied business functions adopting ESM.
- We proactively drive transformation – not just technically, but by supporting business change to embed ESM successfully.
- Our experts bring experience from industry and the public sector, driving enduring change and benefits for your entire organisation.

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Service Overview

Service Features

- Review of current Service Management tooling
- Review of current Service Management processes
- Review of current organisational alignment to Service Management processes
- Analysis of tooling, processes, and organisation
- Optimisation report outlining recommended changes to tooling, processes, and organisation
- Benefits analysis of recommended changes
- Independent from any software vendor
- Capitalising on wealth of Service Management experience.

Service Benefits

- Improved efficiency of your Service Management function
- Improved user experience of IT and Enterprise Service Management
- Reduced IT and Operational services cost through optimisation
- Independent from all software vendors
- Specialist UK SME
- Access to a pool of highly experienced staff
- Deliver real business change in a flexible and rapid manner.

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Our Approach

Xcession focuses on key customer outcomes:

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

Our service offerings fall into three core areas:

1. Enterprise and IT Service Management Advisory
2. Enterprise and IT Service Management Implementation and Value Realisation
3. 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 Xcession would be happy arrange a call or meeting to discuss your requirements in more detail.

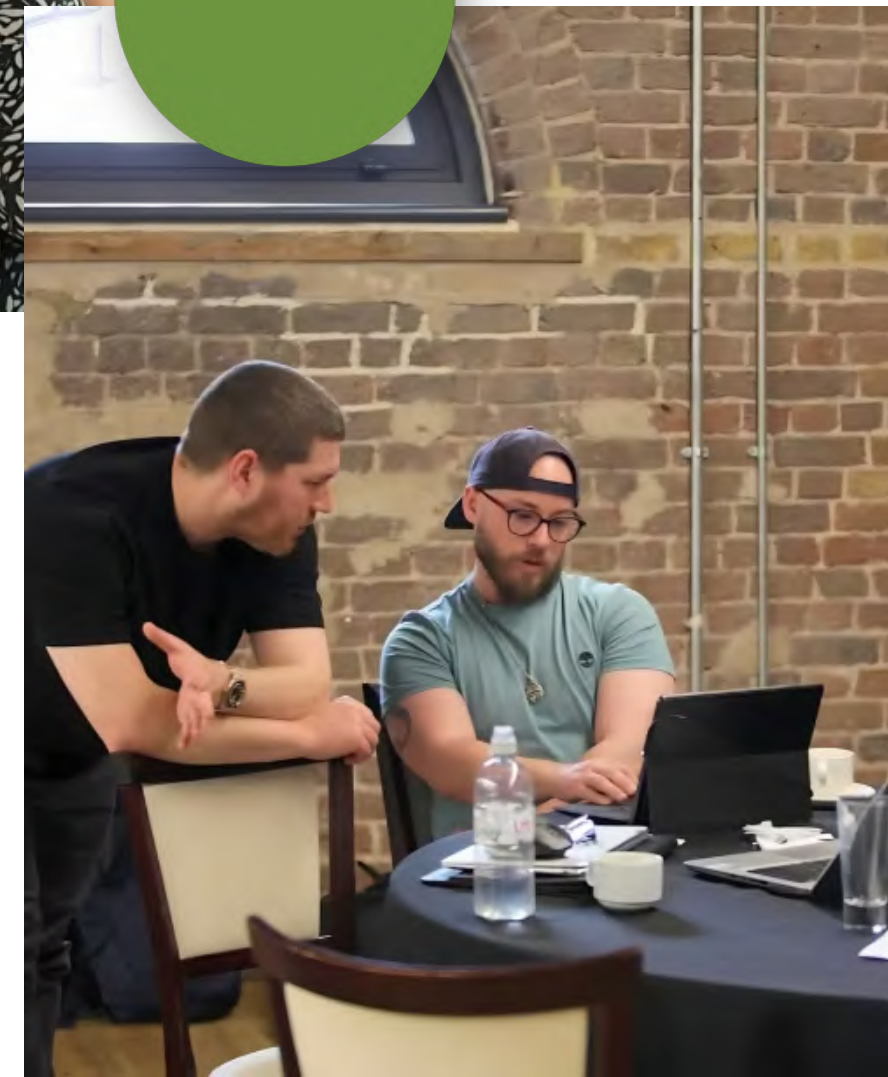
6 Social Value

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:

Phone: 01256 338620

Email: sunil.duggal@xcession.co.uk