



ServiceNow - Core Business Suite (CBS) Implementation and Consultancy Services

G Cloud 15

www.xcession.co.uk



Agenda

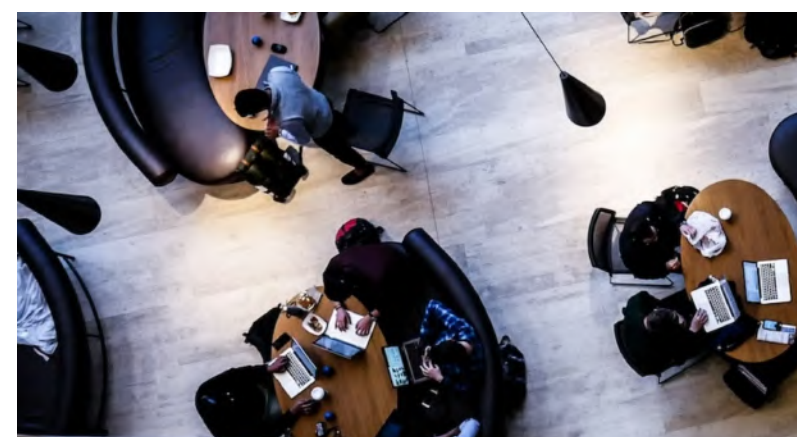
- 1** Our Mission
- 2** Service Introduction
- 3** Service Overview
- 4** Our Approach
- 5** Pricing and Commercial
- 6** Social Value

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

2

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 Core Business Suite (CBS) 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

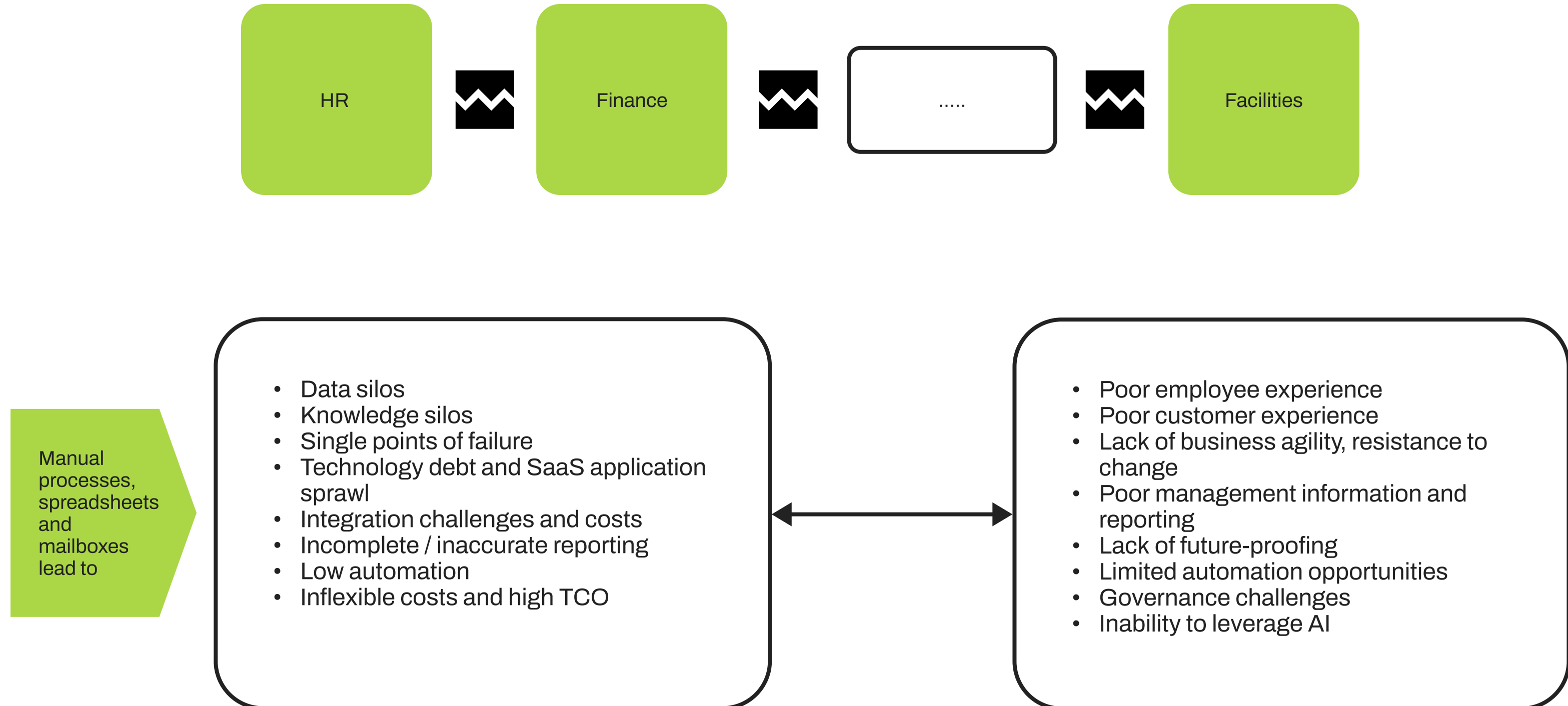
Xcession designs and builds solutions that combine ServiceNow's native capabilities with intelligent customisation. We configure and extend the platform to improve operational efficiency and reduce total cost of ownership. Where required, we develop scalable, data-driven custom solutions to meet unique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

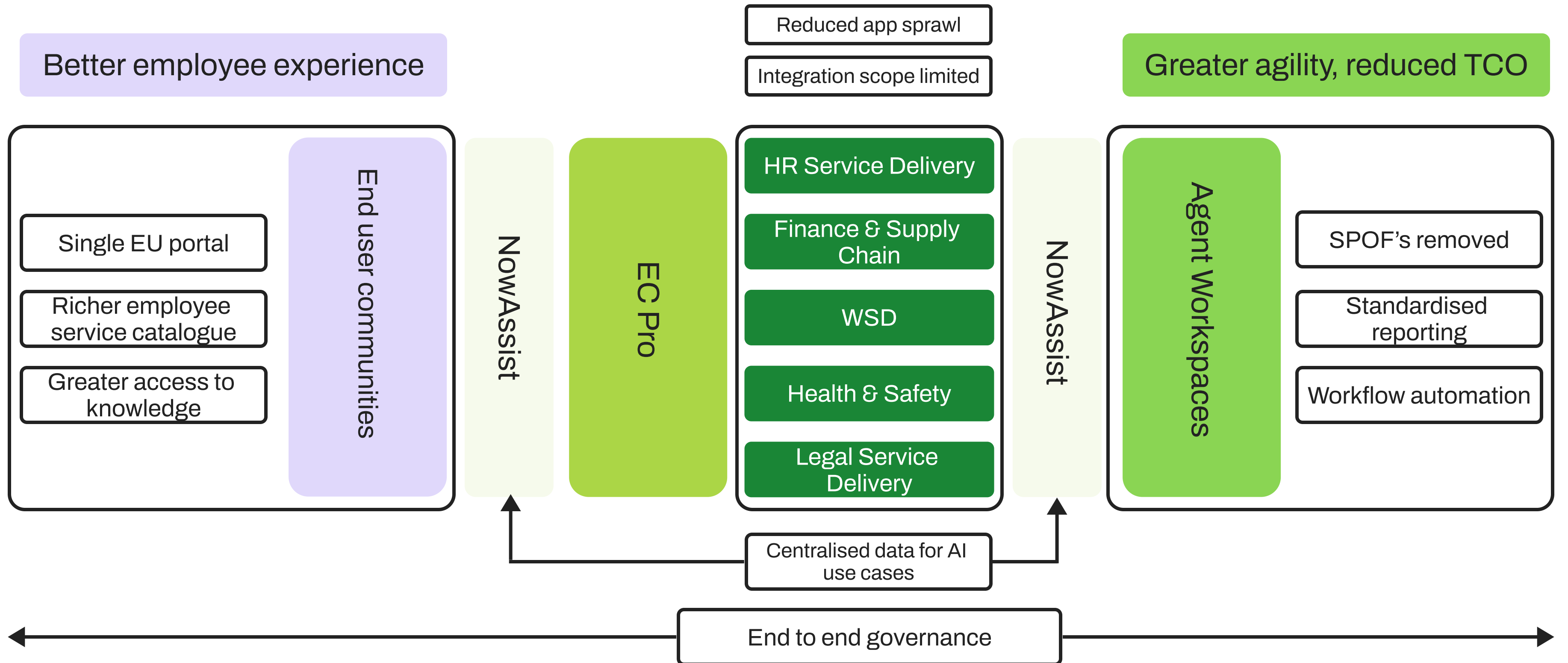
Rigorous testing underpins every build. We utilise ServiceNow's Automated Test Framework (ATF) alongside system integration and user acceptance testing to ensure quality, stability, and user confidence ahead of go-live.

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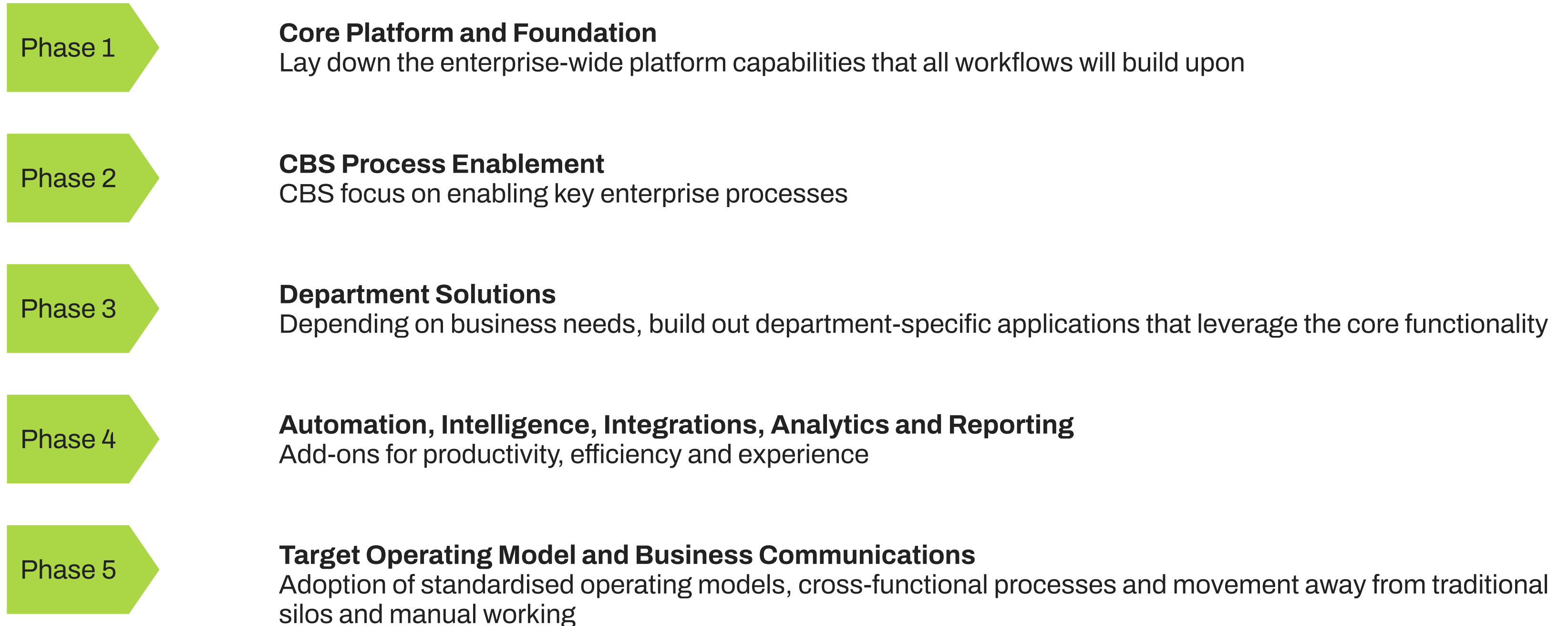
Service Overview – addressing operational challenges



3 Service Overview – CBS Outcomes



3 Service Overview – CBS Approach



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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.

3

Service Overview – ServiceNow Implementation and Consultancy

Service Features

- Enterprise Service Management Architecture and Design for CBS
- Business Change focus to Support CBS transformation
- Target Operating Model based Integration solution design and implementation
- Bespoke ServiceNow platform hosted application DevOps support
- Business requirements-based implementation execution methodology (Agile or traditional)
- Existing ServiceNow end-to-end process integrations
- Certified and security cleared resource to required level
- Enhanced and Managed Support Offerings
- NowAssist and Agentic AI

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

4

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.

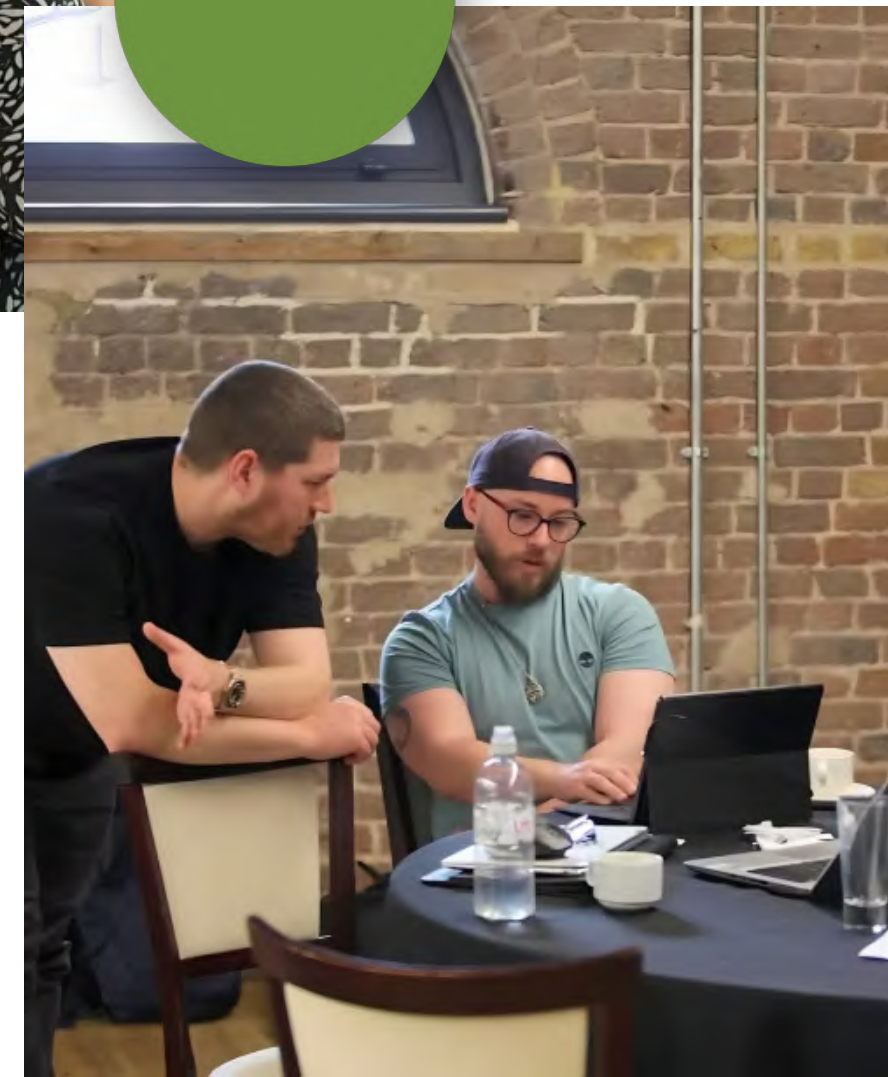
6 Social Value

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.

xcession





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

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