



Transforming IT, Powering Growth

G-Cloud 15: Service Description

Service Offering - Neyo ServiceNow Cloud Platform – SaaS
Licensing

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Executive Summary

Neyo provides Software as a Service (SaaS) access to the ServiceNow platform for UK public-sector organisations under G-Cloud 15 Lot 2a, covering ITSM, CSM, ITOM, CMDB, SecOps, HRSD and ITAM capabilities. The service is delivered from ServiceNow's secure cloud infrastructure, with platform availability and core support governed by the vendor's published SLAs.

Neyo acts as a reseller and strategic partner, supplying licences and acting as a primary commercial/operational contact where required.

Buyers can optionally procure implementation, integration, support and managed services under Neyo's separate G-Cloud 15 Lot 3 Cloud Support offerings

Company Overview

Formation & Heritage

Neyo was established in 2014 in England and Wales, United Kingdom, with headquarters in London (Wenlock Road). In continuation of our growth journey, we opened a subsidiary company in Mumbai, India, enabling us to provide 24/7 delivery capacity and surge support for large-scale transformations.

Leadership & Experience

Neyo's leadership team brings more than two decades of global experience working with enterprise organisations across retail, telecom, financial services and public sector. Our leaders have delivered large-scale IT projects across the UK, EU, Middle East, North America and South America, leading highly cross-cultural teams through complex transformations.

Core Strength

We specialise in modernising service operations, optimising processes, and delivering measurable business outcomes across complex enterprise environments. Our expertise spans ITSM, CSM, ITOM, ITAM, CMDB and security operations capabilities—applied across the ServiceNow platform.

Mission, Vision & Core Values

Mission

Our mission is to help organisations transform their IT operations through clear advisory, practical delivery, and long-term accountability. We guide clients through complex transformation journeys with expert insight, hands-on execution, and structured enablement—ensuring solutions are not only delivered but embedded successfully.

Vision

Nexo envisions a world where technology enables organisations to operate with clarity, confidence, and purpose. We aspire to be a trusted partner in IT transformation—recognised for helping organisations achieve operational excellence through transparency, efficiency, and sustainable growth. We shape resilient digital ecosystems where businesses are empowered to evolve continuously and unlock their full potential through effective use of technology.

Core Values

- **Fact-based Guidance**
Our guidance is grounded in expertise, evidence, and experience—helping clients make informed decisions based on facts, not assumptions.
- **Trust as Foundation**
Trust is the foundation of everything we do—from the advice we provide to the relationships we build. We earn trust through consistency, openness, and a commitment to doing what is right for our clients.
- **Integrity**
We believe in absolute transparency with our clients, ensuring every interaction is grounded in honesty, clarity, and accountability.
- **Journey Empowerment**
We empower our clients throughout their transformation journey by sharing knowledge, building capability, and enabling long-term self-sufficiency.
- **Client-Centric**
We put our clients at the centre of every decision, tailoring our approach to their unique needs and delivering meaningful value without unnecessary complexity.

Why Choose Neyo for ServiceNow?

Certified ServiceNow Expertise

Deep domain expertise across ITSM, CSM, ITOM, ITAM, CMDB, and security operations disciplines for **ServiceNow implementations and support**. Proven track record delivering enterprise-scale ServiceNow transformations.

ServiceNow-Focused Partnership

We specialise in ServiceNow as a strategic platform for IT service management and enterprise service management. Our approach is tailored to ServiceNow's capabilities, best practices and continuous innovation roadmap.

Proven Experience

Proven experience delivering complex, enterprise-scale ServiceNow transformation programmes including cloud support and managed services for public and private sector organisations across multiple industries.

Advisory-Led Partnership

We combine strategic guidance, hands-on delivery, and long-term accountability. We don't just implement; we advise, execute, and stand behind our work.

Strong Focus on Enablement

We build long-term capability, not dependency. Structured knowledge transfer and training ensure your team operates independently post-implementation and can optimise your ServiceNow investment.

Service Overview

This Lot 2a service provides subscription-based access to ServiceNow as a multi-tenant cloud platform, accessed via web browser and mobile apps.

Licences are provisioned and managed by Noyo, with the underlying hosting, infrastructure, and core application services operated by ServiceNow.

The service is suitable for central government, local authorities, health, education and other public-sector organisations seeking to modernise service management and operations.

Noyo's role under this Lot 2a service is to: supply ServiceNow licences; support buyers in selecting appropriate modules and entitlements; coordinate with ServiceNow on provisioning; and act as a point of escalation for commercial and operational queries related to the subscription.

Configuration, implementation, integrations, training and ongoing support are not included in the SaaS licence price and are available separately under Noyo's Lot 3 Cloud Support services.

ServiceNow Expertise and Capabilities

This Lot 2a service can include one or more of the following ServiceNow modules (subject to buyer selection at call-off).

IT Service Management (ITSM)

- Incident Management
- Change Management
- Problem Management
- Service Request Management
- Service Level Management (SLM)
- Knowledge Management

Customer Service Management (CSM)

- Case Management
- Service Portal optimisation
- Customer self-service capabilities
- Integration with ITSM workflows

Configuration Management Database (CMDB)

- Data model design and optimisation
- Automated discovery and reconciliation
- CI relationship mapping
- Continuous data quality assurance

IT Operations Management (ITOM)

- Discovery and service mapping
- Event and alert management
- Integration with monitoring platforms
- Visibility across hybrid cloud environments

IT Asset Management (ITAM)

- Hardware and software asset lifecycle
- License compliance and optimisation
- Cost reporting and chargeback
- Vendor management integration

Security Operations (SecOps)

- Incident response automation
- Vulnerability management
- Compliance workflows

- Integration with SIEM and security tools

HR Service Delivery (HRSD)

- HR Case Management
- Employee self-service
- Knowledge and Lifecycle workflows

Further ServiceNow applications can be added where they are in-scope of Lot 2a and agreed at call-off

Users and Organisation types

This service is suitable for a broad range of public-sector organisations and user counts, typically:

- **Small organisations** – approximately 50–200 users, usually focused on core ITSM and a limited number of teams or departments.
- **Mid-market organisations** – approximately 300–1,000 users, often adopting multiple ServiceNow modules (for example, ITSM, CMDB, ITOM, HRSD) across several business units.
- **Enterprise organisations** – 1,000+ users, typically using multi-module ServiceNow deployments spanning ITSM, CSM, ITOM, CMDB, SecOps, HRSD and ITAM across complex estates.

Typical users include service desk agents, service owners, change managers, HR agents, security analysts and business stakeholders who require dashboards and reports.

Onboarding and provisioning

Following a G-Cloud call-off, Neyo will coordinate with ServiceNow to provision a new instance or allocate licences to an existing instance as appropriate. Initial provisioning is typically completed within an agreed number of business days from receipt of a valid order and any required buyer information (for example, primary contacts, regions, and modules in scope).

Basic tenant configuration and access for named administrators is included in onboarding; detailed process design, configuration, integrations and data migration are delivered under separate Lot 3 call-off services. Where buyers already have ServiceNow, Neyo can adjust licence volumes, add modules, or support migrations to new licensing models, subject to vendor policies and buyer consent.

Shared Responsibility Model (Neyo and ServiceNow)

This service operates under a shared responsibility model between Neyo and ServiceNow. The table below clarifies which activities are owned by Neyo as the G-Cloud 15 Lot 2a reseller and which remain the responsibility of ServiceNow as the SaaS platform provider.

Area	Neyo responsibility	ServiceNow responsibility
Licensing and subscriptions	Advise on appropriate modules and licence types; manage quotations, renewals and adjustments via G-Cloud; ensure prices do not exceed G-Cloud 15 Lot 2a published rates.	Provide licence entitlements and access in line with agreed subscription; maintain vendor commercial terms and usage metrics.
Tenant provisioning	Coordinate with buyer and ServiceNow to request and validate new instances or licence allocations; communicate provisioning timelines and status to buyer.	Provision and host ServiceNow instances in agreed regions; maintain underlying infrastructure and platform services.
Platform availability and performance	Optional: monitor vendor status information; escalate any platform-wide issues to ServiceNow; keep buyer informed where Neyo is first point of contact. Neyo-gCloud15-ServiceNow-Cloud-Implementation-Support-Service-Definition-v0_1.pdf	Provide uptime and performance in line with ServiceNow's SaaS SLAs; investigate and resolve platform defects and incidents.
Application configuration and customisation	Out of scope for the licence; design, build and support provided under Lot 3 Cloud Support call-offs (implementation, configuration, integrations, training, managed services).	Provide configuration framework, tools and APIs within the ServiceNow platform; ensure platform supports agreed configuration options.
Integrations	Design and implementation delivered by Neyo under Lot 3; document integration patterns and support buyers during projects.	Maintain API endpoints and integration capabilities; ensure platform supports standards-based integration.

Security controls and compliance	Maintain Neyo's own security controls (Cyber Essentials and ISO-aligned ISMS); act as processor/sub-processor only when accessing buyer data; support buyers with configuration and compliance advice under Lot 3.	Operate secure cloud infrastructure; implement encryption, access controls and platform-level compliance (for example ISO 27001, SOC 2) for the ServiceNow service.
Data protection and privacy	Where Neyo processes personal data (for example during support or projects), comply with UK GDPR and Joint Schedule 10; follow buyer instructions and minimise data access.	Act as primary SaaS provider and data processor/host for data stored in ServiceNow; implement platform-level data protection controls and support data export and deletion.
Backup and disaster recovery	Explain and confirm ServiceNow's DR model at call-off; support DR and BCDR planning through Lot 3 advisory services.	Execute backups, replication and recovery of the ServiceNow platform in line with its documented RPO/RTO and DR commitments.
Support and incident handling	Optional: provide front-door support for subscription issues and agreed technical queries under separate Lot 3 support tiers; triage incidents and escalate vendor issues to ServiceNow.	Provide vendor support for platform incidents, defects and service requests raised under ServiceNow's customer support arrangements.

Service Management and Support (SaaS Level)

Under the Lot 2a subscription, ServiceNow provides platform-level support and management in line with its standard SaaS terms, including incident handling for platform issues, performance problems and defects. Noyo can, if agreed at call-off, act as the buyer's primary contact for licence and platform issues, coordinating with ServiceNow support on the buyer's behalf and managing communications

Operational support for configuration issues, integrations, and process questions is not included in the licence price and is instead provided through Noyo's Lot 3 Support tiers (Tier 1, Tier 2, Tier 3) and SFIA-based day-rate services.

Service Levels and availability

Platform availability, response, and resolution targets for ServiceNow are governed by the vendor's published SLAs, which typically commit to high availability (e.g., 99.5% uptime) and exclude planned maintenance. Buyers receive access to ServiceNow's standard incident management processes and status information and may also agree to enhanced service management arrangements with Noyo as part of a Lot 3 support call-off.

If Noyo is the first point of contact, incidents are triaged according to agreed priority levels, and any platform-level incidents are escalated to ServiceNow in line with vendor support processes.

Security, Data Protection and Compliance

Security and compliance are foundational to how this SaaS service is delivered. Neyo maintains certified security controls for its own operations and ensures that its activities align with UK government standards and the G-Cloud 15 framework. For the Lot 2a service, security responsibilities are shared between Neyo, ServiceNow and the buyer as set out below.

Neyo's security standards and certifications

- **ISO 27001:** Neyo operates under certified information security management controls.
- **Cyber Essentials / Cyber Essentials Plus:** Foundation and enhanced certification covering essential security controls, independently validated.
- **UK GDPR compliance:** Data protection by design, data subject access procedures, and documented data-processing controls.
- **Secure delivery practices** (when Neyo accesses or handles buyer data):
 - Encrypted data transmission (TLS 1.2 or higher).
 - Secure data-migration and handling protocols with validation and reconciliation.
 - Role-based access control (principle of least privilege).
 - Audit logging of all configuration and data access performed by Neyo.

Neyo's configuration and implementation security (Lot 3)

Configuration and implementation security is primarily delivered under Neyo's Lot 3 Cloud Support services and applies when Neyo designs, configures or supports the buyer's ServiceNow environment:

- Secure platform configuration aligned to buyer security requirements and policies.
- Integration security (encrypted connections, secure API authentication).
- Access-control design (role-based security, privileged-access management).
- Security awareness training for the buyer's team.
- Incident-response procedures for security events during delivery.
- Confidentiality agreements and NDA coverage for Neyo staff and subcontractors.

Shared responsibility security model – Neyo and ServiceNow

For the Lot 2a SaaS service, security responsibilities are shared as follows:

Security area	Neyo responsibility	ServiceNow responsibility
Secure delivery	Secure handling of buyer data where Neyo is involved (for example during support or projects), including encrypted transmission and access controls.	Platform data encryption at rest and in transit, infrastructure security and datacentre controls.
Configuration security	Under Lot 3, design of secure configuration, access control setup and audit logging; advice on best practices for buyer configuration.	Provision of platform security features, role-based access framework and security administration capabilities.
Patch management	Under Lot 3, testing compatibility of vendor patches with the buyer's configuration, advising on rollout.	Developing, releasing and applying security patches and platform upgrades.
Vulnerability management	Configuration hardening and security testing of customisations where Neyo is engaged.	Identification and remediation of platform-level vulnerabilities and provision of security advisories.
Compliance enablement	Designing configuration and process controls to help meet buyer compliance requirements; supporting audits and evidence gathering.	Maintaining platform-level compliance certifications (for example ISO 27001, SOC 2) and meeting applicable cloud-security standards.
User access	Implementing access policies and role models under Lot 3; providing training on secure use of the platform.	Authentication mechanisms, session management and platform-level access-control features.
Data protection	Supporting data classification, retention and GDPR procedures where Neyo processes personal data; acting as processor/sub-processor as set out in Joint Schedule 10.	Data encryption, secure deletion and data-residency guarantees for data held within the ServiceNow cloud service.

Neyo maintains comprehensive security controls for its own delivery activities. Platform security (patches, infrastructure, datacentre compliance and core SaaS controls) is the responsibility of ServiceNow and is covered by the vendor's published security standards and certifications.

Compliance with UK government standards, data-protection regulations and sustainability commitments is embedded in Neyo's delivery approach. Neyo works within ServiceNow's security framework and maintains clear accountability for its own controls and for supporting buyers in meeting their obligations.

Backup and Disaster Recovery

Neyo ensures that ServiceNow-based ITSM platforms maintain operational resilience and can recover swiftly from disruptions by working within the vendor's BC/DR capabilities and helping buyers plan appropriately.

Our BC/DR approach balances cost, recovery time and data protection, and is aligned with G-Cloud 15 Call-Off Schedule 8 (Business Continuity and Disaster Recovery).

ServiceNow's infrastructure resilience underpins platform availability, while Neyo focuses on planning, validation and configuration-level resilience where engaged under Lot 3.

Disaster recovery planning

- **RTO (Recovery Time Objective) definition:** target platform or service recovery time post-incident, aligned with ServiceNow's documented recovery commitments and buyer requirements.
- **RPO (Recovery Point Objective) definition:** acceptable data-loss tolerance based on ServiceNow backup and replication capabilities.
- **Backup strategy:** understanding of backup frequency, retention and off-site replication as delivered by ServiceNow, and how these support buyer RTO/RPO objectives.
- **Failover procedures:** alignment with ServiceNow's automated and manual switchover processes for infrastructure failures.
- **Deliverable:** where Neyo is engaged under Lot 3, a BC/DR Plan and Recovery Procedures document is agreed at call-off stage, referencing ServiceNow's platform DR model.

Platform resilience and redundancy

- Multi-region deployment (where ServiceNow cloud services support this for the selected region and service tier).
- Data replication: real-time or near-real-time replication to secondary datacentres, as defined by ServiceNow.
- Backup frequency: daily incremental and weekly full backups as a minimum, subject to ServiceNow's documented policies.
- Backup testing: ServiceNow performs restore tests to confirm recovery capability; Neyo can support buyer-side validation as part of Lot 3 engagements.
- Disaster-scenario testing: Neyo can coordinate annual DR exercises with buyer teams to validate end-to-end recovery, including integrations and business processes, under Lot 3 call-offs.

Shared responsibility – business continuity and disaster recovery

BC/DR area	Neyo responsibility	ServiceNow responsibility
BC/DR plan design	Under Lot 3, design BC/DR strategy for the buyer's ServiceNow usage, document procedures, define RTO/RPO and dependencies.	Provide information on platform-level DR capabilities and constraints.
Backup strategy	Advise on backup needs, testing and recovery procedures from an application/configuration perspective; support buyers in aligning their requirements to ServiceNow's model.	Provide backup infrastructure, data encryption and retention policies for the ServiceNow platform.
Data replication	Under Lot 3, configure and validate application-level settings that rely on ServiceNow replication; monitor for issues where agreed.	Provide replication technology and multi-region infrastructure for the SaaS platform.
Failover procedures	Document and test buyer-specific failover steps (for example integrations and processes) as part of BC/DR plans.	Provide infrastructure-level failover capabilities and regional switching for the ServiceNow service.
Infrastructure availability	Design configuration resilience and integration redundancy where Neyo is engaged; advise on high-availability options.	Deliver platform uptime in line with published SLAs, including datacentre redundancy and disaster recovery.
Testing and validation	Plan and execute buyer-side DR drills (for example restore tests, failover tests), and document findings under Lot 3.	Support test environments and validate infrastructure-level recovery capability.
Post-incident recovery	Coordinate application-level recovery, validate data integrity and configuration, and support post-incident reviews where engaged.	Restore infrastructure and confirm SaaS service availability following a major incident.

Neyo owns BC/DR planning and testing activities that relate to how the buyer uses ServiceNow (configurations, integrations, processes), while ServiceNow owns infrastructure-level resilience, replication, failover and uptime SLAs.

Recovery success depends on both parties executing their responsibilities and on regular testing and review.

Business continuity procedures

- Where Neyo is engaged under Lot 3 to support BC/DR, our standard procedures include:
- Incident notification and escalation procedures agreed with buyer stakeholders.
- Alternative working arrangements (for example, manual ticket management during an outage).
- Communication plans for affected users and stakeholders.
- Defined roles and responsibilities for Neyo and buyer teams during BC/DR events.
- Post-incident review and lessons-learned processes, with updates to BC/DR documentation.

Neyo also reviews BC/DR plans at least annually or when significant changes occur (for example new regions, new modules, or changes in ServiceNow's infrastructure model), updating RTO/RPO assumptions and contact/escalation details as required.

Exit and Offboarding

Service continuity is paramount during transition away from Neyo-supplied ServiceNow subscriptions. This exit approach ensures minimal disruption, complete knowledge transfer and a supported handover to a replacement supplier or internal team, in line with G-Cloud 15 exit planning expectations.

Exit planning and notification

- Exit plan initiation: typically within three months of call-off contract commencement, in line with G-Cloud 15 requirements for early exit-planning.
- Replacement supplier identification: joint planning with the buyer and any incoming supplier or internal team.
- Timeline definition: minimum eight-week transition period (longer for complex, multi-module environments), agreed at call-off or during exit planning.
- Exit manager assignment: named Neyo contact responsible for coordinating all transition activities where Neyo is engaged under Lot 3.
- Scope definition: data transfer, knowledge handover, parallel running and cut-over procedures, agreed with the buyer.

Configuration and data transfer

- Data extraction: use of ServiceNow export and API capabilities to extract configuration and data; where Neyo is engaged under Lot 3, full backup of all configurations implemented is supported.
- Data format: delivery in buyer-accessible formats (for example CSV, XML, database export), subject to ServiceNow's supported options.
- Data validation: integrity checks and reconciliation with source systems to confirm completeness and accuracy.
- Metadata documentation: configuration rationale, integration specifications and custom automation documented so a replacement supplier can understand the environment.
- Configuration baseline: "as-built" documentation reflecting the final platform state at exit.
- Access credentials: handover of appropriate administrative access for the buyer or replacement supplier, subject to security and governance controls.

Knowledge handover and documentation

Where Neyo is engaged to support exit under Lot 3, the following activities are typically included:

- Runbook delivery: comprehensive operational documentation updated post-delivery to reflect the current environment.

- Training refresh: final round of training for the buyer's operational team or replacement supplier covering day-to-day administration.
- Video documentation: recorded walkthroughs of complex processes and administration tasks.
- Troubleshooting guides: updated with lessons learned from the operational period.
- Escalation matrices: updated contact lists, vendor support processes and known issues.
- Vendor relationship introduction: facilitated handover with ServiceNow vendor support and account teams.

Parallel running and cut-over support

- Parallel operation period: where required, the new solution and the existing ServiceNow environment can run in parallel, typically for two to four weeks, to reduce risk.
- Cut-over planning: joint schedule defining go-live milestones, cut-over windows and fallback procedures.
- Cut-over execution support: Neyo team available during cut-over for issue resolution and rollback guidance (Lot 3 engagement).
- Post-cut-over stabilisation: typically one to two weeks of enhanced support with agreed escalation paths.
- Cut-over sign-off: formal acceptance of handover and confirmation of the end of Neyo's responsibilities under the call-off.

Transition assurance and support

- Transition readiness review: pre-cut-over assessment of replacement supplier or internal team preparedness.
- Issue tracking: agreed process and tooling for transition issues and post-cut-over support.
- Warranty period: optional extended support period for critical issues (for example 30 days), where purchased under Lot 3.
- Success criteria: defined metrics for transition success, such as data integrity, user acceptance and SLA compliance.
- Formal closure: exit sign-off confirming successful transition and the end of the framework engagement.

Exit planning is collaborative and transparent. Neyo remains committed to smooth transitions and operational continuity; standard transition activities can be included in call-off pricing, while extended parallel running or additional supplier-support arrangements are agreed and charged separately in line with the Call-Off Order.

Pricing Summary (SaaS)

Pricing for this Lot 2a service is based on ServiceNow licence metrics (for example, per-user or per-node per month) and the specific modules and volumes selected. A separate G-Cloud 15 Lot 2a pricing schedule sets out maximum list prices, unit definitions, and any standard bundles; actual call-off prices will not exceed the published rates and may be lower depending on user volumes, term length and scope.

Implementation, configuration, integration and ongoing support/managed services are charged separately under Neyo's Lot 3 SFIA-based rate cards and support retainers.

Dependencies, constraints and assumptions

The service requires reliable internet connectivity and modern, supported web browsers and devices, as specified in ServiceNow's system requirements.

Buyers are responsible for user administration, internal processes, and local network and endpoint security controls, unless separate Lot 3 services are engaged to support these areas.

Any use of third-party integrations, identity providers (for example SSO), and downstream systems is subject to those systems' availability and licensing; integration design and implementation is out of scope for the licence and can be delivered by Neyo under Lot 3.

Sustainability and Social Value

Neyo is committed to sustainable business practices and delivering positive social impact. We invest in education, environmental conservation, and youth development—building healthier communities both in the UK and internationally.

Education & Youth Development

- **Wallington County Grammar School (2025–2026):** Ongoing sponsorship supporting Sport(Cricket) excellence and student opportunity
- **Work for Good Programme (2022):** Supported youth development and social responsibility training
- **Girls' Education in India (2025):** Sponsoring education for 10 girls throughout the year, enabling access to schooling and future opportunities

Environment Conservation

- **Woodland Trust Sponsorship (2025–Present):** Active corporate partnership supporting tree planting, woodland protection, and restoration across the UK
- **Carbon Reduction Commitment:** In future we will be Investing in tree planting and native woodland creation to offset carbon footprint

Charity & Community Support

- **akt (2024):** Donation to support LGBTQ+ youth facing homelessness and hostile living environments
- **Commitment to vulnerable young people:** Supporting homelessness prevention and youth safety initiatives

Circular Economy & Waste Management

- **FirstMile Partnership:** Social enterprise waste collection and recycling—supporting jobs and circular economy principles
- **Zero-waste commitment:** Responsible disposal and recycling of unavoidable office materials
- **Supplier alignment:** Partnering with values-driven social enterprises for our operations

Cloud-Native, Digital-First Operations

- **No on-premise servers:** All Applications used by Neyo for internal purposes are SaaS based only. Similarly All applications delivered via cloud platforms (ServiceNow)
- **Paperless office:** No printers; 100% digital workflows and documentation

- **Vendor responsibility:** Leverage cloud providers' renewable energy commitments and data centre efficiency
- **Reduced hardware waste:** No manufacturing, shipping, or disposal of physical infrastructure
- **Minimal carbon footprint:** Scalable, efficient cloud consumption aligned to actual usage

Why This Matters

- **Environmental Leadership:** Paperless, serverless operations with responsible waste management—genuine sustainability
- **Values-Driven Supply Chain:** Partnering with social enterprises (FirstMile) demonstrates commitment beyond profit
- **Education Access:** Direct impact on educational opportunity for disadvantaged young people (UK and internationally)
- **Climate Action:** Supporting woodland creation and carbon sequestration beyond our minimal footprint
- **Community Wellbeing:** Protecting vulnerable young people and enabling pathways out of homelessness
- **Long-Term Partnerships:** Multi-year commitments demonstrating sustained social responsibility

Sustainability and social value are embedded in how we operate—from our digital-first culture to our supply chain decisions to our community investments.

We believe technology companies have a responsibility to minimise impact and give back. These partnerships reflect our commitment to creating positive change beyond our business.

Neyo can provide a Carbon Reduction Plan following the PPN 06/21 template and agree on additional sustainability KPIs at the call-off stage.

Summary

Neyo's Lot 2a service—**Neyo ServiceNow Cloud Platform – SaaS Licensing**—is designed to provide secure, scalable access to ServiceNow's ITSM and operations capabilities for UK public-sector organisations of all sizes. It enables buyers to procure ServiceNow licences transparently through G-Cloud 15 while relying on ServiceNow's proven cloud platform and security controls.

We combine deep ServiceNow expertise, advisory-led engagement and clear shared-responsibility models, helping buyers select the right modules, align subscriptions to their roadmap and remain compliant with UK public-sector standards. Where needed, Neyo's Lot 3 Cloud Support services provide end-to-end implementation, integration, support and optimisation, ensuring clients achieve operational excellence and long-term self-sufficiency on the ServiceNow platform.

Key Details - Neyo

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1.0	January 2026	Chirag Karnik	Initial document creation; comprehensive Service Definition for G-Cloud 15