



## G-Cloud 15 Service Definition Document

### **ServiceNow Implementation & Migration Service**



# 1. Scope

Red Kite provides ServiceNow Implementation & Migration Services to help organisations design, configure, and optimise the ServiceNow platform. This service provides expertise in delivering Customer Workflows (CRM), Technology Workflows, Governance Risk and Compliance alongside the ServiceNow apps for Public Sector.

We provide services that span the entire delivery lifecycle, including architecture, design, implementation, migration deployment and support

# 2. Approach

- A Holistic Digital Transformation: focussing on replacing unstructured, manual work processes with intelligent, automated workflows across departments (IT, HR, Customer Service)
- Configuration over Customization: promoting out-of-the-box (OOTB) functionality to ensure future upgradability and reduce long-term maintenance costs
- Hybrid Delivery Models: 365x24x7 flexible onsite and offshore support to maximize value and ensure high availability
- End-to-End Service Lifecycle: covering the full spectrum of the ServiceNow journey, including:
  - Consulting & Implementation: Strategic planning and deployment of ServiceNow modules.
  - Integration: Seamlessly connecting ServiceNow with existing legacy systems and hybrid cloud infrastructure.
  - Migration & Upgrades: Transitioning from older systems to modern, stable ServiceNow environments.



### 3. Expected Outcomes

- Reduced Manual Effort: Automating routine tasks and service requests, which can lead to a 30% improvement in operational efficiency and a 25% reduction in IT service calls
- Faster Provisioning: Shortening the time to deploy new applications and infrastructure, shifting from manual processes to self-service portals.
- Improved Employee/Customer Experience: Providing a unified, intuitive interface for accessing, requesting, and managing cloud resources. The delivery of Asset management solution that supports the exact needs of the customer,
- Fully integrated with other enterprise systems
- Data migration from spreadsheets and legacy systems

### 4. Pricing

The ServiceNow Implementation & Migration Service can either be purchased on a Fixed Price basis on a daily rate as specified in the SFIA Rate Card.

### 5. Contact Information

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### 6. About Red Kite

Established in 2020, Red Kite is a SME (Small Medium Enterprise) IT Services organisation, headquartered in the UK.

It has a significant practice focussed on Business Orchestration and Automation Technologies and an enviable Track record in delivering IT Services to UK Public Sector

Over the last 6 years, Red Kite has built Strategic relationships with leading SIs supporting a number of strategic engagements across multiple accounts.

In 2025, Red Kite opened its first off-shore delivery centre in Bangalore - India, providing cost effective delivery to customers.

As a business we also have the following Security Accreditations:

- ISO27001:2013
- Cyber Essentials Plus