Synechron

ServiceNow Design and Implementation:

Employee Service Portal

servicenow ELITE Partner Consulting & Implementation

G-Cloud 15 – Lot 2b





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Service Overview

ServiceNow Design and Implementation: Employee Service Portal

Synechron delivers strategic advisory, design and implementation services for the ServiceNow platform, helping organisations achieve rapid outcomes and sustained long-term value through a defined operating model. Our pragmatic, data-centred solutions are built to be robust, scalable and effective in large, complex environments. We implement core ITSM processes (Incident, Problem and Change), user-centred portals, and advanced request management to improve service experience and speed.

We rebuild CMDBs to establish clear traceability from business services to infrastructure, increasing technology visibility and control. Our Hardware and Software Asset Management capabilities support evolving regulation and enable proactive lifecycle management from onboarding to secure end-of-life. We also deliver Enterprise Architecture, low-code application development, governance and assurance, capability uplift, and managed support services. The result is improved operational efficiency, better decision-making, reduced cost and risk, increased automation, and faster time to value.

Contact details

For all further enquiries, please contact:
UKPublicSector@synechron.com

Service Features

- ServiceNow ITSM Implementation including Incident, Problem and Change Management
- ServiceNow Portal Design and Implementation
- ServiceNow Request Management implementation
- ServiceNow CMDB rebuild
- ServiceNow Hardware and Software Asset management Implementation
- ServiceNow Enterprise Architecture implementation
- ServiceNow capability development and expansion
- Project governance and assurance
- Application Development and Low Code Services
- ServiceNow Support Services and Managed Services

Service Benefits

- Maximising Operational Efficiency
- Visibility into how the business uses Technology
- Better Decision Making to evolve technology
- Maximise the Return on Investment in the ServiceNow platform
- Improved knowledge and capability within your team
- Reduce costs by removing legacy technology
- Reduce Risk by upgrading and removing EOL software
- Increase Automation by providing accurate data to agentic engines

Pricing Options

We have a rate card aligned to capability and skill level that excludes VAT, Travel and other materials. we offer Time and Materials (T&M) and/or Managed Service with monthly subscription options.

Why Synechron?

Long Term Goal Alignment
Our business model is founded on long-term strategic partnerships with clients across the public and private sectors. The majority of our engagements are delivered on a multi-year basis, supporting large and complex organisations through sustained transformation programmes. We work with clients from initial strategy and discovery, through design and implementation, and into ongoing optimisation and continuous improvement. A key objective of our approach is to build internal capability, embed sustainable ways of working, and ensure long-term value beyond programme delivery.

Partnership Approach
We focus on understanding both your organisational outcomes and the technical delivery of the platform. Dedicated programme and delivery managers, supported by a stable delivery team, are assigned to each engagement. Our senior leadership team remains actively involved throughout the programme lifecycle, providing oversight, assurance, and strategic alignment. As our understanding of your operating environment develops, we adapt programme scope, plans, and deliverables to reflect emerging priorities and change. Transparency, trust, and accountability are embedded within our delivery model, supported by open communication, shared prioritisation, and timely decision-making.

Long Term Engagement Model
Our engagement model supports a structured, multi-year programme lifecycle encompassing assessment, design, implementation, transition, and post-implementation support. We scale delivery capacity in line with demand and evolving requirements. We invest continuously in our people through training, professional development, and formal certification to maintain high standards of delivery. Where required, we can source specialist skills or additional capacity, including globally, to address specific or emerging needs while maintaining continuity and quality.

Governance and Relationship Management
We establish a joint governance framework and steering group to oversee delivery against agreed scope, timescales, quality standards, and budget. Governance focuses not only on contractual deliverables, but also on supporting organisational change and adoption. Risks, issues, and dependencies are identified, escalated, and managed through formal governance processes, with regular delivery checkpoints and internal assurance reviews. We bring extensive experience of implementing platform operating models and governance structures for large, highly regulated organisations, and our reporting frameworks are designed to meet public sector assurance and compliance requirements.

Knowledge Transfer
Knowledge transfer is central to our long-term approach, enabling client teams to become increasingly self-sufficient over time. We support this through structured handover, shadowing, documentation, and skills development. Our internal Academy provides training resources that can be deployed to client teams, and we can design bespoke learning and education programmes aligned to specific roles, responsibilities, and operational needs.

Cultural and Values Alignment
Our organisational values reflect extensive experience working in highly regulated environments. We place strong emphasis on regulatory compliance, security, data protection, and professional integrity. We actively seek to understand your organisational culture and values, and we align our ways of working to support effective collaboration and stakeholder engagement.

Co-Creation and Collaboration
We work collaboratively with clients to co-create roadmaps, solutions, and delivery plans. Structured workshops and co-creation events are used to ensure stakeholder perspectives are captured and priorities translated into practical, achievable transformation plans. This collaborative approach continues throughout all phases of the programme.

Investment
We invest significantly in innovation and in the ServiceNow platform, including training, certification, and thought leadership. We work closely with ServiceNow to influence platform roadmap and capability development. In parallel, we invest in our own frameworks and offerings across areas such as AI and agentic AI, data and analytics, governance, security, operating models, enterprise architecture, and agile delivery.

About Synechron

Synechron - delivering outstanding out-comes in highly regulated environments

The Synechron ServiceNow Practice is a powerful force in the ServiceNow ecosystem. With deep expertise in highly regulated sectors including government. Our combined team brings together an unparallel range of specialist AI skills, enterprise-scale delivery strength, and a sharp focus on innovation.

Together, they enable large scale organisations to accelerate transformation, unlock platform value, and drive real end user outcomes across the ServiceNow landscape.

Transforming the end user experience
At Synechron, we believe in the power of digital to transform government and businesses for the better. Our global consulting firm combines creativity and innovative technology to deliver industry-leading digital solutions. Synechron's progressive technologies and optimization strategies span end-to-end Artificial Intelligence, Consulting, Digital, Cloud & DevOps, Data, and Software Engineering, servicing an array of noteworthy organisations to deliver better end user outcomes.

Through research and development initiatives in our FinLabs we develop solutions for modernization, from Artificial Intelligence and Blockchain to Data Science models, Digital, cloud-native, mobile-first applications and more.

Global resource, local delivery
Over the last 20+ years, our company has been honoured with multiple employer awards, recognizing our commitment to our talented teams. With top clients to boast about, Synechron has a global workforce of 16,500+, and has 58 offices in 21 countries within key global markets. For more information on the company, please visit our website or LinkedIn community.

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Contact details

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