

ServiceNow:

License Resale and Advisory Services

G-Cloud 15





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1 Service Overview

Capgemini provides strategic licensing resale and advisory services for public sector organisations using the ServiceNow platform. As a ServiceNow Elite Partner and authorised reseller, we help Buyers assess current platform usage, evaluate commercial options, and procure the most cost-effective and fit-for-purpose licensing model to meet both immediate needs and long-term transformation goals.

Our teams offer both technical and commercial expertise helping Buyers optimise entitlements, manage compliance risk, and align their ServiceNow investment with business outcomes. Whether supporting initial platform acquisition or optimising an existing estate, we provide clear, unbiased guidance to maximise value and support confident procurement decisions.

Our General Approach

Capgemini's approach to ServiceNow licensing resale and advisory combines vendor-accredited procurement services with independent, strategic guidance tailored to public sector needs. As a ServiceNow Elite Partner and authorised reseller, we offer Buyers the ability to acquire ServiceNow licences directly through Capgemini backed by expert advice to ensure the licensing model is aligned to operational goals, roadmap priorities, and value for money.

Our SC-cleared teams work closely with stakeholders across commercial, technical, and service management functions to assess current usage, identify optimisation opportunities, and develop a forward-looking licensing strategy. We apply a structured, data-driven methodology that combines:

- Licence health checks and entitlements review
- Usage analysis against user roles, modules, and transaction volumes
- Alignment to future service roadmap and transformation objectives
- Forecasting and budgeting for upcoming renewal cycles or expansions

Where Buyers are new to the platform or expanding into new ServiceNow modules (e.g. ITOM, IRM, HRSD), we provide guidance on optimal licence packages, tiers, and bundling options. Our recommendations are informed by real-world implementation experience and are not limited to a commercial sales view ensuring Buyers receive objective, outcomes-focused advice.

Capgemini also supports contract renewal planning, audit readiness, and negotiation preparation. We help Buyers understand the cost and compliance impact of licence models, and how those choices affect the service architecture, user access models, and upgrade flexibility.

All engagements can be delivered as standalone advisory services or as part of a wider ServiceNow implementation, optimisation, or managed service programme.

2 Business Need

Public sector organisations increasingly rely on the ServiceNow platform to support both IT and business services across multiple departments. However, many organisations struggle to maintain full visibility of their ServiceNow licence usage, entitlements, and future needs resulting in over-provisioning, compliance risks, or unplanned cost increases.

Buyers often lack the internal resource or platform expertise required to validate whether their existing licences are fit for purpose or aligned with the intended operating model. In some cases, licences may be underused, misaligned with service roles, or not scaled appropriately to future transformation goals.

Capgemini's licensing advisory service enables Buyers to:

- Build a clear understanding of their current licence position



- Right-size entitlements for current and future needs
- Develop a multi-phase licensing roadmap aligned with transformation plans
- Make informed decisions on licence purchases, renewals, and bundling options

By pairing commercial knowledge with platform delivery experience, we help Buyers strike the right balance between cost control, service enablement, and platform scalability.

3 Our Approach

3.1 Service Description

Capgemini's ServiceNow Licensing Resale and Advisory Services support public sector organisations in procuring, optimising, and planning their ServiceNow platform licensing with confidence and control. As a ServiceNow Elite Partner and authorised reseller, Capgemini is able to provide both licence fulfilment and strategic advisory services based on real-world platform expertise.

We help Buyers assess their current ServiceNow entitlements, usage patterns, and future needs to ensure the licensing model is aligned to operational requirements, commercial objectives, and transformation plans. Our approach is objective, outcome-focused, and fully aligned with ServiceNow licensing policies and public sector commercial frameworks.

This service includes:

1. ServiceNow Licence Resale

- Direct licence procurement through Capgemini as an authorised ServiceNow reseller
- Support for initial licence acquisition, renewals, or expansion

2. Licence Health and Usage Review

- Analysis of current licence consumption vs. entitlements
- Identification of underused or misaligned licences
- Recommendations to right-size and optimise licence allocation

3. Strategic Licence Planning

- Forecasting of future licence needs based on roadmap and transformation objectives
- Support for multi-phase rollouts or module expansion (e.g. ITOM, IRM, HRSD)
- Evaluation of bundling and pricing model options

4. Commercial Advisory and Compliance Support

- Advisory input for budgeting, procurement planning, and negotiations
- Support for audit readiness and compliance risk management
- Transparent, vendor-agnostic recommendations based on client needs

5. Ongoing Monitoring and Optimisation (Optional)

- Periodic licence usage tracking
- Advisory input aligned to platform changes and organisational growth

Capgemini delivers this service through UK-based, SC-cleared teams with both commercial and platform delivery expertise. The service can be delivered independently or as part of a broader ServiceNow implementation or managed service engagement.



4 Buyer Responsibilities

Please refer to the Supplier Terms listed with this service on the Platform. These may contain additional Buyer obligations/costs the Buyer is subject to that are not identified anywhere else in the Supplier's Application or on the Platform.

The Buyer responsibilities as part of this service are as follows:

- If the Buyer chooses to purchase ServiceNow Licenses directly from ServiceNow then this will be the Buyer's responsibility. However, we will provide guidance on the most suitable ServiceNow product and licensing package based on your business objectives and requirements. Access and availability to Buyer stakeholders and SMEs throughout the project Access to Buyer's internal and external third party applications for integration as agreed within the scope of the project Access and availability to Buyer's facilities (such as rooms, printing, internet)
- Access and availability to Buyer stakeholders for escalation

If these responsibilities do not match your expectations, then please contact us in order that we can explore options to vary our approach.

5 Service Management

Capgemini recognises that even the best technical solutions must be governed by processes that ensure the tools are used in a consistent and measurable way and consistently maintained and upgraded. As such, Capgemini provides a set of specialised organisational capabilities for providing value to clients in the form of services. It includes a full lifecycle approach to service management from service take-on, through strategy to operation and continual improvement. This is no different for ServiceNow. It can be offered either as a standalone service or in conjunction with other sourcing arrangements.

6 Protection of Data

This service is based on a security classification of 'Official', however should you have a requirement for a different security classification that you would like us to consider, please contact us to discuss.

7 On-boarding and Off-boarding

Capgemini's service offer is based on 5 Working Days for completion of on-boarding activities and the production of an exit plan. Capgemini can provide additional consultancy to facilitate on-boarding and off-boarding should a Buyer have specific requirements they may wish Capgemini to consider. This additional consultancy (including any additional exit plans required) and any exit assistance, such as assisting with the handover of Capgemini provision of the Services back to the Buyer or another supplier the Buyer may appoint, shall (unless otherwise agreed) be performed, and fees paid, applying the applicable Fee Rates as set out in the "Service management" column of Capgemini SFIA rates table.

8 Skills and Knowledge Transfer

Capgemini recognises that skills and knowledge transfer is a critical element in the provision of G-Cloud services to public sector clients. Where possible and applicable, this forms part of the delivery plan for the service agreed at the start of the engagement. Our consultants and engineers are experienced in providing skills and knowledge transfer for major private and public sector clients. More detail about training needs and knowledge transfer is provided in the Platform Implementation section of this document.



9 Vendor Accreditations/Awards



For the 13th year in a row, Capgemini has been recognised as one of the World's Most Ethical Companies® by the Ethisphere® Institute. This is an acknowledgement of our ethical culture that makes us an employer of choice and responsible player in the eyes of our clients, shareholders, and the wider community.

Capgemini has experience and expertise unlocking the power of ServiceNow...

- Dedicated ServiceNow **Centres of Excellence (COEs)** located across North America, Latin America, Europe, Northern Africa, and Asia Pacific, with over 1,500+ consultants
- Our **Rightshore™ Model**, delivering 50% reduction in ongoing maintenance costs, leveraging our **Global Delivery Centers (GDCs)** in Morocco, Brazil, Poland, Scotland, and Australia, with 600+ certified staff



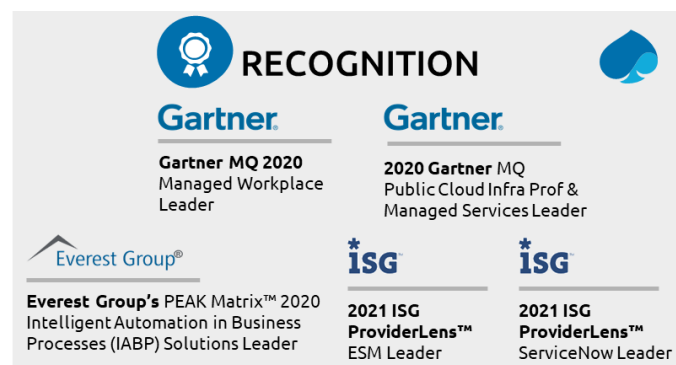
CAPABILITIES AND CREDENTIALS

4.56 out of 5 ServiceNow CSAT Score	1500+ ServiceNow and Process Consultants	3000+ Certifications and Accreditations	500+ Delivered ServiceNow Projects	150+ ServiceNow Accelerators	PRODUCT LINE ACHIEVEMENTS BY WORKFLOW
					Technology Workflow Employee Workflow Customer Workflow Creator Workflow
					ITSM ITOM App Engine App Engine App Engine App Engine

PARTNERSHIP

Capgemini and ServiceNow combine strong domain expertise with the power of the Now platform to accelerate your journey to service excellence.

Gain from Innovations	Productivity	Rightshore™ Model	Turnaround Time	First Call Resolution
~\$500k saved through innovative solutions	38% implementation improvement through artifacts and accelerators	50% reduction in maintenance cost	20% faster ticket turnaround times	80% improvement in first call resolution



Capgemini has been a Certified ServiceNow Global Alliance Partner since 2009, and today we are a ServiceNow Elite Partner. Our 1500+ ServiceNow and process consultants have substantial ServiceNow expertise gained from 500+ ServiceNow engagements and have earned 3000+ ServiceNow certifications and accreditations. We have performed large-scale rollouts at Fortune 500 enterprises.

Capgemini maintains dedicated ServiceNow Centres of Excellence in the UK (strong presence), Poland, India, Morocco, and the United States, where we provide early access to new product releases; product demonstrations; interaction with ServiceNow Technical Architects to discuss project challenges, tools, and new product features; participation in developer events; training on new features and modules; quick, accurate responses to product-related questions and much more.

10 Sub-contractors

Where appropriate, and in agreement with each buyer, Capgemini UK may use the following subcontractors to deliver this service:



- Capgemini Technology Services India Limited
- Capgemini Polska SP z O.O.
- ServiceNow UK Limited

Where offshore resources cannot be used, Capgemini will deliver using UK-based resources.

11 Additional Associated Services

A number of additional associated services can be offered as shown below. Additional Associated G-Cloud Services shall be priced based on the price defined in the offer.

- Digital SIAM: Maturity Assessment, Design, Implementation, Run and Transformation
- Intelligent Service Monitoring: Assessment Design Implementation Run and Optimisation
- Service Asset and Configuration Management (SACM).
- Business Change Management Service

12 Business Continuity and Disaster Recovery

No disaster recovery plan is provided as part of these Services.

13 Pricing

This service is priced in accordance with the SFIA Rate Card attached. Capgemini can also provide offshore resources at reduced rates where appropriate. Projects can be priced either on a Time & Materials or Fixed Price basis.

For licences pricing will vary depending on requirement and will be discussed between Capgemini, ServiceNow and the end Client at Call-Off Contract level.

All charges are exclusive of taxes.

14 Ordering and Invoicing

Please refer to the Supplier Terms for this service.

We would be pleased to arrange a call or meeting to discuss your requirements of our service in more detail.

15 Termination Terms

Please refer to the Supplier Terms for this service.

16 Further Information

For more information about this or any of our G-Cloud services, please contact our Public Sector Team.

Phone: 0370 904 4858



Email: publicsector.opps.uk@capgemini.com including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, generative AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2024 global revenues of €22.1 billion.

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