

ServiceNow:

ServiceNow Managed Support Service: Platform
Maintenance, Upgrades, Enhancements

G-Cloud 15





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1 Service Overview

Capgemini offers flexible, scalable ServiceNow managed support services tailored to meet the operational needs of public sector organisations. Our support covers the full ServiceNow lifecycle from platform administration and minor enhancements to patching, upgrades, and user guidance ensuring continued stability, compliance, and value from the platform.

As a ServiceNow Elite Partner, Capgemini delivers these services using certified professionals, SC-cleared and UK-based where required. We support all major ServiceNow modules, including ITSM, ITOM, HRSD, CSM, IRM, and SecOps.

Our managed services are designed to reduce pressure on internal IT teams, speed up issue resolution, and ensure the platform is consistently maintained, improved, and aligned with evolving organisational needs. Buyers benefit from a proactive support model that includes backlog management, platform health checks, upgrade readiness, and advisory input for continual improvement.

Our General Approach

Capgemini's managed ServiceNow support offering is built around a structured, flexible support model that aligns with public sector operating environments and ServiceNow platform governance best practices.

Our ServiceNow support teams provide platform management, enhancement, and continuous improvement services using a combination of agile delivery methods, service-level tracking, and proactive platform monitoring. Support can be tailored depending on Buyers requirements.

We begin by establishing a clear support framework, including onboarding, access management, and agreed service levels. Once in place, we operate a dedicated service desk and provide ongoing administrative and configuration support for all subscribed ServiceNow modules including ITSM, ITOM, HRSD, CSM, and SecOps.

Our approach integrates:

- Incident management (triage, resolution, root cause analysis)
- Request fulfilment (platform changes, data loads, user setup)
- Minor enhancements (form changes, workflow updates, UI tweaks)
- Patch and upgrade management (aligned with ServiceNow release cycle)
- Platform performance monitoring (health checks, availability, response times)
- Backlog management and sprint support for continuous improvement

Capgemini applies the ITIL framework and leverages ServiceNow-native tools — such as Change Management, Performance Analytics, Virtual Agent, and the Automated Test Framework (ATF) — to maintain a stable, high-performing platform.

Buyers benefit from a collaborative service model where priorities are aligned through regular governance sessions, platform roadmaps, and backlog grooming. Knowledge transfer, training, and documentation are embedded within the service to ensure operational transparency and support transition if required.

2 Business Need

In Capgemini's experience, many public sector organisations have successfully implemented the ServiceNow platform but struggle to maintain and evolve it in line with changing service needs and operational priorities. Without a structured support model, organisations risk underutilising the platform, encountering unplanned downtime, or facing delays in implementing essential enhancements.

A well-managed, cloud-based ITSM/ESM platform is essential for delivering consistent, secure, and user-centric services particularly where service reliability is linked to public safety, compliance, and citizen trust.



Capgemini's managed ServiceNow support offering enables Buyers to stabilise and optimise their existing platform investment. We support ITIL-aligned service operations through structured administration, minor enhancements, patching, and upgrade readiness, freeing internal IT teams to focus on strategic change.

This service helps Buyers sustain performance, manage risk, and improve user experience across key ServiceNow modules such as ITSM, ITOM, HRSD, IRM, and CSM while laying the groundwork for ongoing innovation and transformation.

3 Our Approach

3.1 Service Description

Capgemini's ServiceNow Managed Support Services provide public sector organisations with comprehensive, scalable support for the ongoing operation, enhancement, and optimisation of the ServiceNow platform.

Delivered by ServiceNow professionals, this service ensures the stability, performance, and continual improvement of your ServiceNow environment across all supported modules including ITSM, ITOM, HRSD, CSM, IRM, and SecOps.

The service is designed to reduce the operational burden on internal IT teams, speed up incident resolution, and enable faster delivery of platform enhancements. Support is aligned to ITIL standards and delivered using agile practices where appropriate.

Core components include:

1. **Platform Administration and Configuration Support**
 - User and group management, role configuration
 - Form, list, and field changes
 - Data imports, catalogue updates, and module configuration
2. **Incident and Problem Management**
 - Break/fix support for platform-related issues
 - Root cause analysis and service restoration activities
3. **Minor Enhancements and Continuous Improvement**
 - Workflow updates, UI enhancements, and automation tweaks
 - Backlog management, prioritisation, and sprint-based delivery
4. **Patch and Upgrade Management**
 - Planning and implementation of ServiceNow releases
 - Testing and validation using Automated Test Framework (ATF)
 - Coordination of change approvals and deployments
5. **Monitoring and Health Checks**
 - Regular platform performance reviews
 - Recommendations for optimisation and risk mitigation
6. **Knowledge Management and Support Handover**
 - Provision of user guidance and process documentation
 - Knowledge transfer to Buyer teams and support continuity

Buyers can tailor support levels to their requirements.



All services are delivered under a clear support framework with defined SLAs, governance mechanisms, and regular service reviews to ensure alignment with Buyer priorities and service performance expectations.

3.1.1 Platform Maintenance and Upgrades

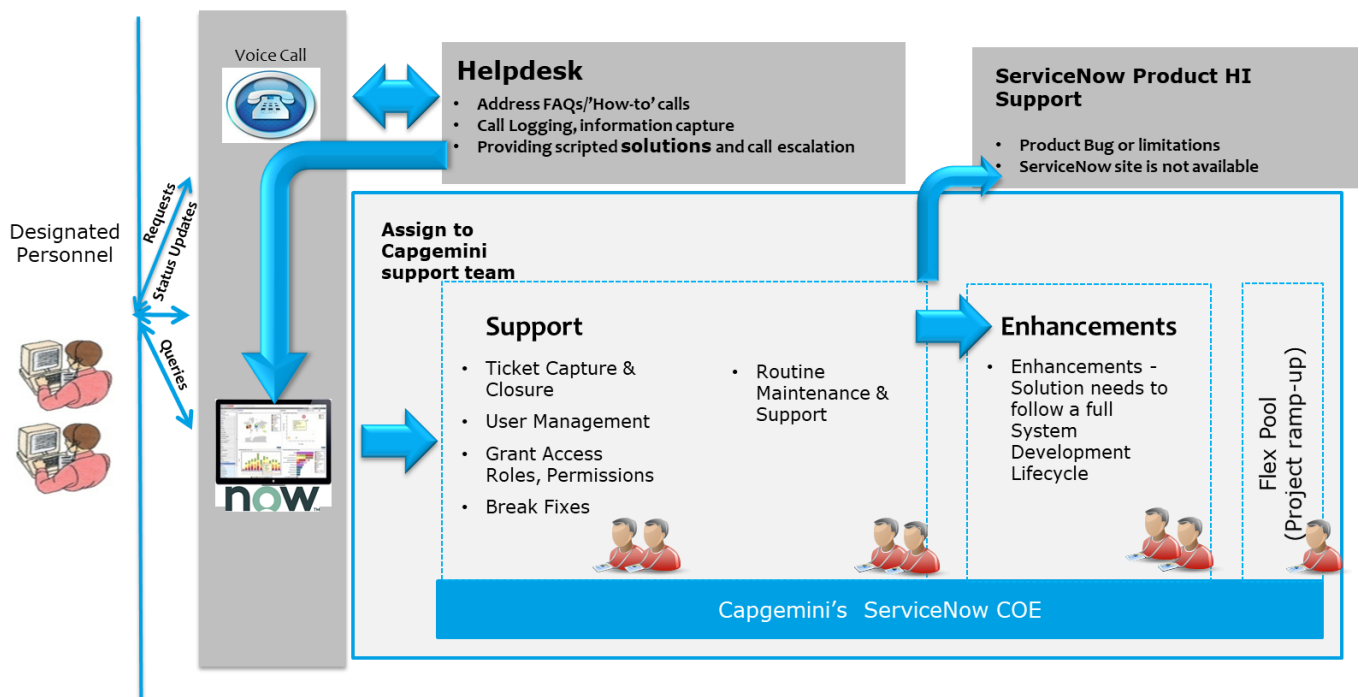
Capgemini offers an ITIL-aligned, structured, comprehensive, and expansive approach to ServiceNow Platform maintenance, enhanced by Capgemini best practice and alignment with ServiceNow best practice. We can provide end-to-end support delivered by Process consultants, architects and developers, enhancing the existing functionality by aligning the out-of-the-box workflows to defined requirements and objectives.

Professional management of your ServiceNow Platform ensures sustained value through streamlined, consistent, and reliable processes. Ensuring user experience and business objectives are at the heart of all ServiceNow maintenance activity, our focus is on minimising disruption and optimising the user experience where possible during any work carried out.

We also employ a consistent and structured approach to upgrades to support a smooth upgrade experience with minimised disruption. We do this through the prioritisation of datasets, validating their criticality and data load testing before engaging in the movement of any data between instances (Development, QA & Test, Production)

The Capgemini approach utilises the Agile Development and Test Management ServiceNow modules, checking that the requirements and enhancements are correctly built and tested prior to their promotion to Production.

The Capgemini ServiceNow Platform management model is based on two core elements. Platform Maintenance and Run, and Platform Upgrades. Platform Maintenance and Run follows an ITIL aligned support model:



This diagram is for illustration only and does not represent any obligation or responsibility of Capgemini.

As part of ongoing maintenance and run activities Capgemini can undertake:

- Foundation Data management
- Access, Roles and Permissions management, (e.g. creation of User or User Group when User is not able to access ServiceNow)
- Platform Break-Fix, (e.g. troubleshooting workflow execution, generating reports / dashboards using database view)
- Routine Maintenance (e.g. new Service catalogue items)

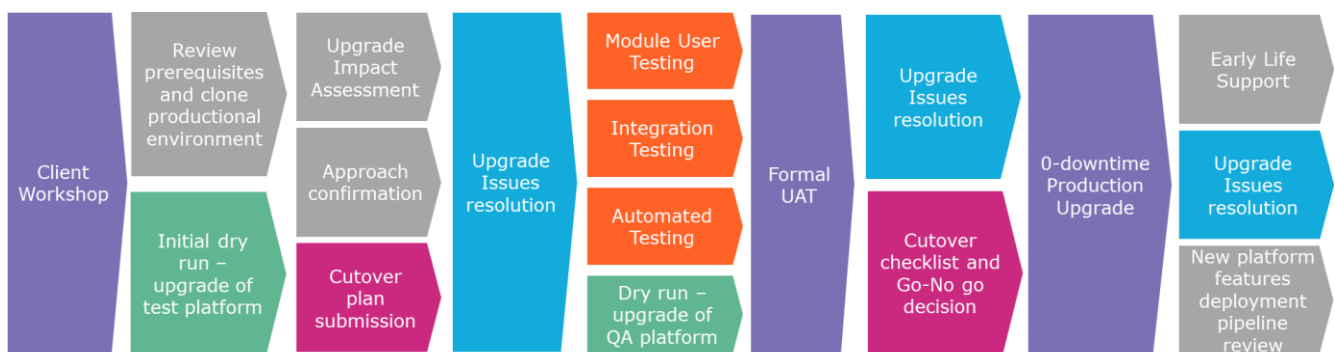


- Development support for patches and minor releases
- Support in fixing legacy functionalities (e.g. changing visibility of a field, like Hidden, Visible or Editable)
- Introduction and onboarding of new functionalities, (e.g. building a new application, creating new catalogue form which requires creation of new workflow)
- Release governance: Our approach focuses on reducing resource effort required to support the ServiceNow Platform between major releases. The Core Innovation Team will manage patching activities and will build the foundation for end-to-end testing and governance of platform upgrades including checking prerequisites and environment preparation. This team will also be essential in upgrade activities support.

Platform Upgrades

Platform upgrades can be significant projects. Each ServiceNow feature release includes major additions, and you should always consider the impact of new functionality on an instance. Upgrading brings enhancements to all features which are part of the base system or are already active, unless the feature is “adjusted” on your instance. Capgemini understands how careful preparation and knowledge of the available software, tools, and resources contributes to a successful upgrade. In addition to the materials provided by ServiceNow, Capgemini can assess how the Buyer’s ServiceNow instance is currently operating and the performance level of key business functionality. Successful upgrades require time and resources dedicated to upgrade preparation, configuration and testing.

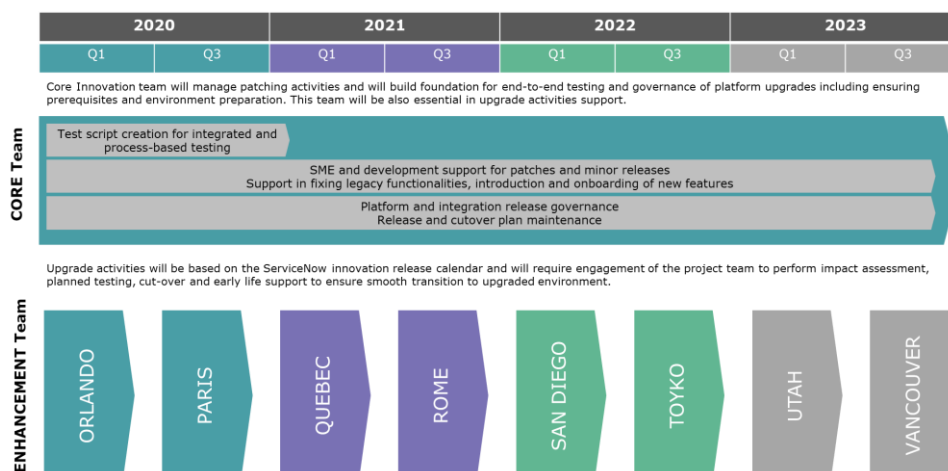
Capgemini’s approach to upgrade activities and task order is as below:



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The Enhancement Team engaged to upgrade the platform will focus on all upgrade activities and their involvement will be based on the ServiceNow innovation release calendar to perform impact assessment, planned testing, cut-over and early life support to support a smooth transition to the upgraded environment. The core team that provide day-to-day support for the platform will ensure the platform is maintained in line with best practise, thus eliminating/minimised disruption during and post upgrade.

Below is the upgrade path known at the time of writing of this document and provides an overview of the maintenance activity relevant to optimised upgrades:





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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



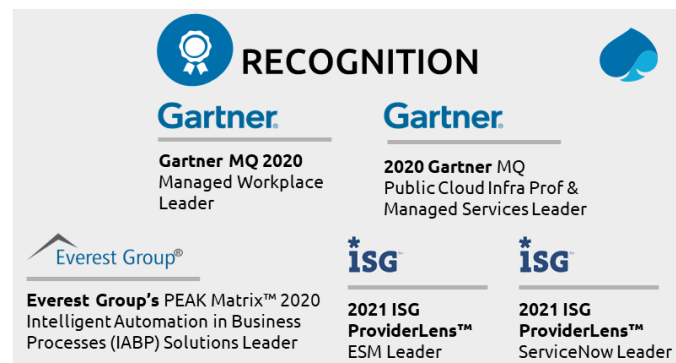
CAPABILITIES AND CREDENTIALS

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