

ServiceNow:

Platform Optimisation Services – Health, Performance,
UX

G-Cloud 15





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1 Service Overview

Capgemini's ServiceNow Platform Optimisation Services are designed to help public sector organisations increase the performance, usability, and return on investment of their existing ServiceNow implementations. As a ServiceNow Elite Partner, Capgemini provides targeted assessments and advisory support to address platform health, service design, user experience, technical debt, and accessibility challenges.

Delivered by UK-based, SC-cleared ServiceNow experts, this service focuses on improving platform efficiency and alignment with evolving organisational goals. Whether preparing for future enhancements, increasing user adoption, or addressing legacy complexity, this service ensures the platform is stable, scalable, and delivering maximum value.

Our General Approach

Capgemini delivers ServiceNow platform optimisation through a structured, evidence-based assessment process tailored to the needs of public sector organisations. Our approach combines technical analysis, service design review, and user experience evaluation to help Buyers maximise the value and stability of their ServiceNow investment.

Our SC-cleared, ServiceNow-certified consultants begin with a comprehensive discovery phase, assessing key platform areas such as performance, accessibility, data quality, configuration complexity, and alignment with current and future service delivery goals.

Using a blend of automated tooling, stakeholder interviews, and platform analytics, we evaluate:

- Platform performance and response times
- UX design, accessibility, and usability
- Technical debt and over-customisation
- CMDB integrity and service mapping
- Catalogue and workflow complexity
- Role and permission structures
- Automation and AI/ML adoption opportunities

Findings are consolidated into a detailed **Optimisation Report** with prioritised recommendations, quick wins, and a roadmap for improvement. We focus on actions that reduce platform friction, improve user adoption, and support scalability, whether for an upcoming upgrade, expansion into new modules, or preparation for managed support.

Capgemini also provides optional support to implement agreed recommendations, including redesign of catalogue items, workflow simplification, accessibility improvements, or technical debt remediation. Engagements are fully flexible from one-time assessments to repeat health checks as part of a continuous improvement programme.

2 Business Need

Many public sector organisations have implemented ServiceNow to improve service delivery, but over time, platform complexity, performance issues, and technical debt can reduce usability and ROI. Legacy configurations, underused features, and misaligned workflows can lead to inconsistent user experiences, reduced adoption, and higher support overheads.

Without regular optimisation, platforms may:

- Suffer from degraded performance and long load times
- Contain duplicate or outdated catalogue items



- Be difficult to maintain due to excessive customisation
- Lack accessibility compliance or UX consistency
- Deliver limited insight due to poor data quality

Capgemini's platform optimisation service helps organisations assess the health of their ServiceNow environment, identify friction points, and plan targeted improvements. This ensures the platform remains aligned with strategic goals, ready for future enhancement, and optimised for performance, adoption, and maintainability.

3 Our Approach

3.1 Service Description

Capgemini's ServiceNow Platform Optimisation Services are designed to help public sector organisations assess, stabilise, and improve their existing ServiceNow environments. This service provides a structured evaluation of platform performance, health, usability, and alignment to current and future service goals.

Delivered by ServiceNow-certified consultants, the service includes detailed technical and functional assessments, analysis of usage and adoption, and prioritised recommendations for optimisation. It is suitable for organisations preparing for expansion, undergoing transformation, or simply seeking to maximise the value of their ServiceNow investment.

Key focus areas include:

1. Health and Performance Review

- Platform response time, system logs, and error/warning analysis
- Review of system load, configuration complexity, and customisations

2. UX and Accessibility Audit

- Evaluation of user interface consistency and usability
- Accessibility review aligned with public sector digital standards
- Recommendations for improved adoption and satisfaction

3. Service Catalogue and Process Simplification

- Rationalisation of catalogue items and workflows
- Identification of redundant or duplicated records and services

4. Data Quality and CMDB Assessment

- Review of CMDB structure, completeness, and data integrity
- Foundation data alignment and integration recommendations

5. Automation and Efficiency Opportunities

- Identification of opportunities for low-code automation
- Readiness for advanced features like Virtual Agent or Predictive Intelligence

6. Technical Debt and Upgrade Readiness

- Analysis of over-customisation and non-standard configurations
- Upgrade impact assessment and remediation planning

7. Optimisation Roadmap and Recommendations

- Prioritised action plan based on impact, effort, and risk



- Optional delivery support for implementation of changes

Capgemini can deliver this as a one-time optimisation engagement or as part of a recurring improvement programme. Follow-on support for implementing changes (e.g. workflow redesign, accessibility fixes, or technical remediation) is available as an optional service.

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 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.

6 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.

7 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.



8 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



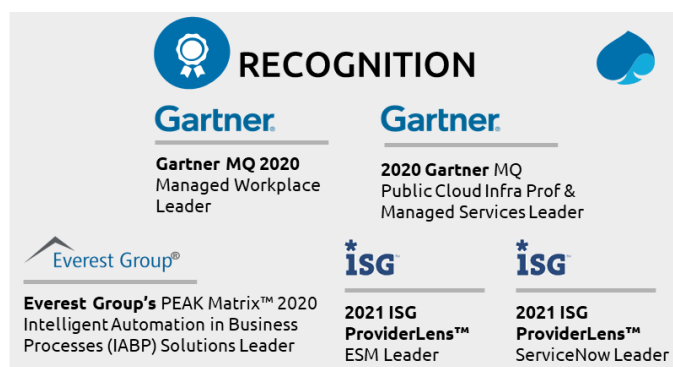
CAPABILITIES AND CREDENTIALS

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	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.

9 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.

10 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.

- Business Change Management Service

11 Business Continuity and Disaster Recovery

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

12 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.

13 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.

14 Termination Terms

Please refer to the Supplier Terms for this service.

15 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:

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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