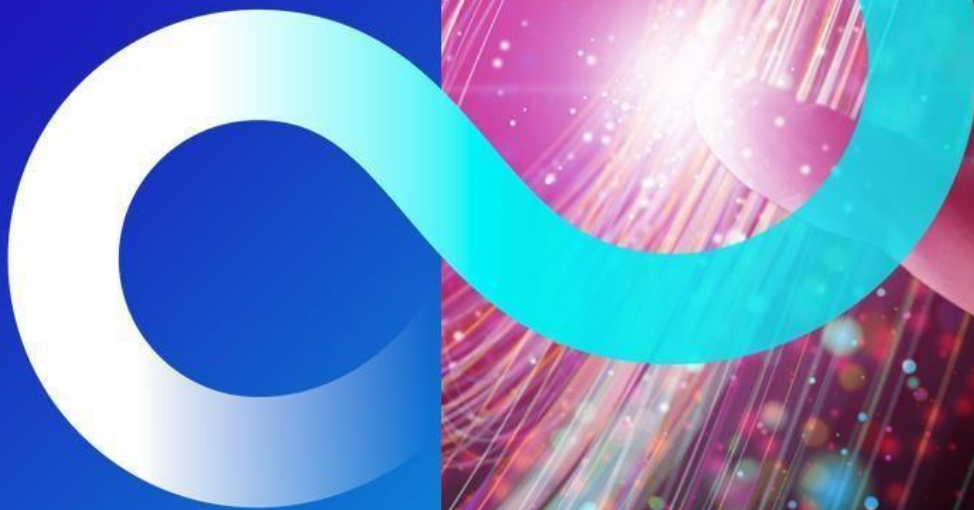


Service Definition

ServiceNow Support Services

FUJITSU



G-Cloud

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Introduction

Fujitsu is a trusted global digital transformation partner, employing over 120,000 colleagues across more than 100 countries. We are committed to building a more sustainable future through digital innovation that delivers lasting value for our customers, end users, and wider society.

As a **ServiceNow Elite Partner**, our UK-based practice provides full lifecycle services, from strategy and advisory through to implementation, innovation, and support, tailored to high-assurance, mission-critical environments. We bring proven experience supporting government and emergency services programmes, including those requiring **multi-agency collaboration, operational resilience, and high availability**.

Our UK ServiceNow team includes **90 certified delivery professionals**, holding over **470 ServiceNow certifications**, and is supported by **Certified Master and Technical Architects**; a level of technical depth held by only a small number of partners globally. All delivery is underpinned by Fujitsu's independent accreditations, including **ISO 27001, ISO 20000, ISO 9001**, and **Cyber Essentials Plus**, ensuring compliance with stringent public sector security and quality standards.

ServiceNow is a cloud-based Software-as-a-Service (SaaS) platform designed to help organisations digitise workflows, streamline operations, and improve service delivery. All applications are built on a single data model and platform architecture, which ensures scalability, consistency, and ease of integration with third-party systems. ServiceNow is designed to be rapidly configurable, highly extensible, and suitable for organisations of all sizes, offering secure, auditable, and standardised service delivery across business and IT domains.

Fujitsu follows **ServiceNow best practice**, delivering solutions aligned with **GDS service design principles** and the latest accessibility guidance, including **WCAG 2.2 where required**. Whether implementing core modules such as **IT Service Management (ITSM)**, **HR Service Delivery (HRSD)**, **Customer Service Management (CSM)**, **Field Service Management**, or advanced capabilities like **App Engine**, **IntegrationHub**, **Virtual Agent**, **IRM**, or **Performance Analytics**, we deliver secure, scalable, and outcome-driven solutions that integrate seamlessly into broader government ecosystems.

Fujitsu is a long-standing transformation partner to the UK Government and regulated sectors. Our approach goes beyond technical implementation, we drive user-centred design, measurable service improvement, and sustained platform value across the programme lifecycle.

Service Overview

Fujitsu's Customer Advisory & Support Excellence (CASE) service is a flexible, outcome-focused managed service designed to help organisations unlock the full value of their ServiceNow investment. CASE brings together strategic advisory, platform health management, and continuous support under a single unified service model, enabling customers to maximise return on investment, reduce technical debt, and accelerate digital transformation initiatives.

CASE provides a complete wraparound ServiceNow managed service, combining:

- Platform Strategy for strategic guidance, optimisation planning, governance, and roadmap definition.
- Platform Health for a set of best-practice assessments designed to protect the integrity, stability, and long-term performance of your ServiceNow platform.
- Platform Support and Continuous Improvement for proactive technical support, incident management, DevOps capacity, configuration enhancements, and upgrade management.

CASE is designed for organisations that require sustained platform growth, reliable expert support, and a measurable increase in platform value. This service definition outlines the scope, features, service levels, onboarding approach, and commercial principles for Fujitsu CASE under G-Cloud 14.

Key service features:

CASE Service Portfolio

CASE provides an integrated set of services across strategy, platform health, support and development.

- Strategic Advisory focuses on aligning ServiceNow capability to business outcomes, supported by roadmaps, dashboards and governance insight.
- Platform Health Checks provide proactive reviews designed to enhance security, stability and alignment to best practice.
- Rapid Development supports accelerated delivery of enhancements and App Factory solutions.
- Proactive Support minimises disruption through incident management, maintenance, monitoring and upgrade planning.
- Continuous Improvement drives ongoing optimisation and innovation to increase ROI and platform adoption.

Dedicated CASE Lead

Your dedicated CASE Lead acts as your single point of contact for all ServiceNow strategic needs. They coordinate expert resources across advisory, development and platform support, ensuring delivery is aligned to your business goals. The CASE Lead oversees the Hours of Capacity and Entitlements, described below.

This role ensures your ServiceNow estate is managed strategically, proactively and with clear accountability.

Hours of Capacity (CASE Hours)

CASE Hours provide scalable, on-demand access to ServiceNow experts across advisory, support, development and architectural roles. Organisations can draw on this capacity flexibly to address their unique ServiceNow needs, prioritise their backlog and accelerate high-value outcomes.

This model ensures customers can access the right skills at the right time, without fixed resourcing constraints. It also enables rapid throughput, effective demand management and alignment with evolving business priorities.

Outcome-Based Entitlements

CASE entitlements are fixed-scope pieces included within the service designed to strengthen platform strategy, improve stability and security, and maximise ROI. These are delivered by your CASE Lead or CASE team, and do not consume CASE Hours.

- Strategic Roadmap: Workshops to align corporate objectives with ServiceNow capabilities and create actionable roadmaps.
- Executive Dashboard: Dashboards that articulate ServiceNow ROI to leadership.
- Automation Review: Identifies automation opportunities using AI and ML to boost productivity and reduce costs.
- License Review: Tracks licence usage and provides actionable insights to avoid potential breaches.
- Health Check: Identifies deviations from best practice and recommends mitigations to ensure stability and smooth upgrades.
- Security Review: Enhances compliance scores and identifies improvements for a secure environment.
- Configuration Review: Provides a snapshot of customisations and configurations for reference across stakeholders.
- Upgrade Readiness Plan: Supplies detailed plans for well-timed upgrades, ensuring proactive testing and business engagement.
- Governance and Operational Review: Reviews governance structures, decision pathways and operating model maturity to improve agility, throughput and strategic alignment.

Layered Delivery Model

CASE is delivered through three layers.

1. Strategic Layer – CASE Lead

Fujitsu G-Cloud Service - ServiceNow CASE (Platform Support)

The CASE Lead drives strategic alignment and value realisation. Responsibilities include roadmap management, delivery of entitlements, prioritisation of CASE Hours and engagement with executive and operational stakeholders.

2. Platform Support Layer – CASE Team

This layer provides day-to-day operational support, including incident resolution, request fulfilment, change management, administration, monitoring, patching, security hygiene and upgrade coordination. It ensures the platform remains stable, compliant and performant.

3. Development Layer – Continuous Improvement

This layer consists of a team of Fujitsu ServiceNow resources, delivering enhancements and new capabilities through Agile DevOps practices. Depending on customer needs, activities can include sprint delivery, backlog refinement, App Factory development, solution design, release management and ongoing platform evolution.

Benefits

- An Elite ServiceNow partner with a global ServiceNow practice
- Maximises the organisation's return on investment in ServiceNow.
- Aligns the ServiceNow platform to business priorities through ongoing strategic guidance.
- Improves platform stability, security and performance through proactive health management.
- Reduces downtime and operational risk with expert incident response and routine maintenance.
- Accelerates delivery of enhancements and new capabilities through flexible CASE Hours.
- Reduces technical debt and ensures adherence to best practice.
- Enables predictable, low-disruption upgrades through structured readiness planning.
- Strengthens governance and increases decision-making confidence across IT and the business.
- Reduces reliance on scarce in-house ServiceNow skills by providing access to certified experts.
- Enhances transparency and stakeholder confidence through executive-level insight and reporting.
- **Over 1,100 ServiceNow implementations across a 12+ year partnership**
- Certified ServiceNow support partner in **Application Management** and **Managed Services**
- Fujitsu has **50+ years' experience working with governments**
- **2025 ServiceNow Impact Partner of the Year**

Service Scope

The service includes the following activities:

- Strategic guidance, governance recommendations and roadmap development.
- Delivery of outcome-based entitlements, including health checks, security reviews and upgrade readiness planning.
- Operational platform support, including incident resolution, request fulfilment, change support and routine administration.
- Development and enhancement work delivered using CASE Hours or a separate development team, including configuration changes, new features and App Factory delivery.
- Monitoring, maintenance and proactive issue management.
- Upgrade coordination and execution across all relevant ServiceNow instances.
- Collaboration with customer stakeholders to prioritise work and manage demand.

Pricing

CASE is provided as a fixed-price annual subscription service. Pricing varies depending on the level of support required, the quantity of CASE Hours included, the customer's ServiceNow environment and the chosen SLA tier. To ensure transparency, the pricing model below outlines how final fixed pricing is determined at call-off stage.

CASE can be consumed as a fully managed service, including:

- Advisory
 - CASE Lead
 - CASE Entitlements
 - CASE Hours of Capacity
- Operational
 - Incident resolution
 - Request fulfilment
 - Change management
 - Administration
 - Monitoring, patching, and upgrade coordination
- Development (Optional)
 - Range from ongoing BAU enhancements to a full end-to-end agile squad

CASE may also be consumed as an advisory wrapper only on an existing managed service. Fujitsu would welcome the chance to discuss the right fit for your organisation.

Pricing Model

Pricing for CASE is calculated based on the following factors:

- The number of CASE Hours and entitlements included within the annual subscription.
- The required support window (for example 8x5, extended hours or 24x7 coverage).
- The chosen SLA tier and response/resolution expectations.
- The complexity, scale and number of ServiceNow instances in scope.
- The level of development and enhancement capacity required.
- The volume of incidents, changes and administrative work expected.
- The resource mix (onshore, nearshore or offshore) appropriate for the customer's needs.

Outcome-based entitlements are included within the annual subscription and do not consume CASE Hours. Optional CASE Hour top-ups can be purchased during the contract term where additional capacity is required.

Final pricing is confirmed during the call-off process once customer requirements have been clarified and agreed. Discounts or volume-based pricing may be available for multi-phase or multi-year contracts, subject to negotiation at Call-Off stage.

Contacts

A Fujitsu Standard Rate Card is also available on request. Please contact the Contacts section. Services will be priced per the attached SFIA Rate Card

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About Fujitsu

As one of the world's leading IT companies, Fujitsu is at the forefront of pioneering technology in the UK since we made our initial investment over 40 years ago. As a key strategic partner we deliver essential services, from our secure hybrid IT which underpins critical national infrastructure to our investment in emerging technologies to boost national capability. Drawing on our Japanese technology expertise we provide bespoke digital transformation solutions. This unrivalled expertise has allowed us to specialise in emerging focus areas; Hybrid IT, AI & RPA, Data analytics, Agile application development/transformation and Security. Together, we offer a full package of solutions to support the UK as a long-term industry supplier.

We believe in realising the significant alignment between the UK and Japan in emerging technologies and in creating a UK-Japan 'Innovation Bridge' to support the UK's science and technology superpower objectives. We are committed to investment in UK skills and research and development, driving customer outcomes and promoting social value. We employ 124,000 people around the globe, including around 8,000 people across the UK, promoting diversity and inclusion as a DWP Disability Confident Leader. We are recognised as a Times Top 50 employer for Women since 2017, a Stonewall Top 100 Employer for 2023 and were awarded an EcoVadis Silver Rating, the world's largest provider for sustainability ratings.

Contact: government.frameworks@fujitsu.com

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