



INSIGHT DIRECT (UK) Ltd.

ServiceNow Implementation

Table of Contents

1. Insight.....	3
2. Insight for the Public Sector	3
Your End-to-End Digital Transformation Partner	3
Core Areas of Expertise.....	3
Our Approach: Consulting, Lifecycle, & Managed Services.....	3
3. Service Offering.....	4
Service Description.....	4
Service Features	4
Service Benefits.....	4
Service Constraints	4
4. Further Information	5

1. Insight

Insight leads the delivery of transformative solutions, supported by a powerful ecosystem of over 6,000 global partners including Microsoft, AWS, and Cisco.

As a Fortune 500 company with a long-standing history of delivering trusted services to the UK Public Sector, we combine our own deep expertise in consulting, advisory, and transformation with partner innovation to create holistic solutions across cloud, data, modern workplace, cybersecurity, and application services.

Guided by proven methodologies and ESG principles, we work collaboratively to design and implement tailored strategies that drive measurable business impact while promoting sustainability and governance excellence.

2. Insight for the Public Sector

Your End-to-End Digital Transformation Partner

As a leading Solutions Integrator, Insight combines deep technical expertise with a vast partner ecosystem to help UK government organisations modernise, innovate, and deliver citizen-centric services. We hold places on over 85 public sector frameworks, offering a compliant, efficient route to digital transformation.

We don't just supply IT; we design, deploy, and manage the solutions that secure your data and unlock value.

Core Areas of Expertise

- **Innovation, Data & AI:** we deliver end-to-end data science and custom AI solutions. From modernising data platforms to deploying bespoke machine learning and spatial computing, we help you unlock the value of your data to drive operational efficiency.
- **Modern Infrastructure & Cloud:** Building scalable, hybrid foundations that reduce technical debt and support multi-cloud strategies.
- **Modern Workplace:** Empowering the public sector with secure, flexible tools to work from anywhere, attracting talent and improving productivity.
- **Cybersecurity:** Comprehensive managed security services, threat detection, identity protection, and compliance management to ensure your data remains sovereign and secure.
- **Modern Apps:** Agile application development creating meaningful and impactful tools that link to tangible benefits, improvements and cost savings.

Our Approach: Consulting, Lifecycle, & Managed Services

We deliver value at every stage of your technology journey, ensuring accountability from strategy to support:

- **Consulting (Architecting the Future):** We bridge internal skills gaps with data-driven strategy. From "Discover & Design" to full-scale migration planning, we ensure your investments solve real public sector challenges.
- **Lifecycle (Seamless Execution):** We take the risk out of procurement and deployment. Leveraging global buying power, we handle everything from supply chain management and imaging and implementation to sustainable asset disposal (ITAD).
- **Managed Services (Always-On Support):** Shift from "keeping the lights on" to innovation. We provide 24/7 infrastructure monitoring, cloud cost optimisation (FinOps), and security operations to ensure resilience.

3. Service Offering

Service Description

Executes the roadmap to build a scalable EA repository, configuring ServiceNow modules to create a connected view of Business Capabilities, Information, and Technology.

Service Features

- Structure and import Business Capability hierarchy.
- Setup unified command centre for Enterprise Architects.
- Track technical debt and obsolescence risks.
- Connect third-party tools for cost metrics.
- Deploy automated surveys for functional scoring.
- Provide live Business Capability Map.
- Generate automated TIME Analysis Reports.
- Create Integrated Technology Risk Heatmaps.

Service Benefits

- Links strategic goals with supporting application landscape.
- Visualizes capability maps and portfolio health.
- Identifies end-of-life risks across technology stack.
- Enriches data with cost and execution metrics.

Service Constraints

N/A

4. Further Information



Contact us

For more information, please contact your
Insight Account Manager.

0344 846 3333 | pstenderteam@insight.com

uk.insight.com

The Insight Public Sector logo, featuring the stylized red icon, the word "Insight" in a large black font, and "PUBLIC SECTOR" in a smaller black font below it.