



# G Cloud 15 Service Definition Document

ServiceNow Implementation and Consultancy Services

# Service Overview - ServiceNow Implementation and Consultancy Services

CDW and Xcession's Implementation and Consulting Services are designed to help organisations unlock the full value of their ServiceNow investment. Whether enhancing an existing platform or delivering a new, enterprise-grade IT and service management solution.

Our proven delivery approach ensures your ServiceNow environment is fully aligned with your business strategy. From analysis and architecture to design, development, testing, and project management, we enable transformation that drives efficiency, optimises processes, and improves service outcomes.

## Analysis and Strategic Alignment

Engagement begins with a comprehensive assessment of your current environment including what's working, where the pain points lie, and how your business objectives can be better supported. We look beyond technology to understand the cultural and operational shifts needed to embed ServiceNow successfully.

As part of this, we assess process maturity and identify opportunities to streamline and optimise. We work closely with you to define a target operating model that leverages ServiceNow's out-of-the-box capabilities, accelerating adoption and maximising ROI.

## Solution and Build

We design and build solutions that combine ServiceNow's native capabilities with intelligent customisation. We configure and extend the platform to improve operational efficiency and reduce total cost of ownership. Where required, we develop scalable, data-driven custom solutions to meet unique business requirements that fall outside standard ServiceNow functionality.

For organisations requiring integration with third-party systems, we deliver robust, bi-directional integrations, developed through collaborative design workshops and leveraging the latest ServiceNow technologies.

Rigorous testing underpins every build. We utilise ServiceNow's Automated Test Framework (ATF) alongside system integration and user acceptance testing to ensure quality, stability, and user confidence ahead of go-live.

# Service Overview - ServiceNow Core Business Suite (CBS) Implementation and Consultancy

## Support

CDW and Xcession can also provide ServiceNow Application support with add on dev-ops as part of the Application Management Service published in G Cloud.

## Management

CDW and Xcession provide complete end to end programme and project management services including business communications, project health and reporting as part of this service. Our ServiceNow Implementation and Consultancy Services includes below ServiceNow Applications:

- IT Service Management
- IT Operations Management
- NowAssist and Agentic AI
- AI Control Tower
- IT Asset Management
- HR Service Delivery
- Core Business Suite
- Bespoke Now Platform and Now Mobile apps
- SecOps
- GRC, IRM, BCM

All of the above with the capabilities of the NOW platform such as Now Mobile app, Virtual Agent, Agentis AI, WalkUp experience, Agile development, Orchestration, Performance Analytics, Predictive Intelligence and Integration hub.

# Service Overview - ServiceNow Core Business Suite (CBS) Implementation and Consultancy

## Deliverables Overview



# Service Overview - ServiceNow Application Management Service

## Our Approach

**CDW and Xcession focus on key customer outcomes:**

1. Improving Customer Experience (both internal and external customers)
2. Improve the ability of IT and the Business to implement change whilst minimising risk
3. Increase productivity and the value of people's work
4. Extend best practices within IT to other lines of business like HR, Finance, Facilities and Security

**Our service offerings fall into three core areas:**

1. Enterprise and IT Service Management Advisor
2. Enterprise and IT Service Management
3. Implementation and Value Realisation Application Management Services (Support and Development)