



G Cloud 15 Service Definition Document

ServiceNow Application Management Service

Service Overview - ServiceNow Application Management Service

CDW, in partnership with Xcession, specialise in delivering enterprise scale Cloud support services across multi-site and multi country platforms. Xcession live and breathe Enterprise and IT Service Management and have unparalleled experience delivering small and medium solutions, to the biggest most complex solutions for the largest organisations all over the world. Collectively, we will always work in the interest of you, the Customer. We will scale to work with your staff to deliver the most complex of your cloud project requirements.

Service Overview

- We optimise and scale the service to meet current and future Cloud service needs.
- We bridge the gap between your organisation and the technology you need to support it.
- We will always be proactive working for you to deliver projects benefits.
- We have many years experienced working in both industry and the public sector.

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Service Features

A standard Service would comprise of the following:

- Incident management
- Operational change management
- Problem management
- Knowledge management
- Configuration management
- Daily operations and monitoring
- Interface management to ensure tickets and data pass through the interfaces without issue
- Licence management
- Capacity management
- Strategic and architectural guidance and planning
- Access to a broad range of skilled ServiceNow Resources in (e.g.)
 - HRSD, SecOps, GRC, ITSM, ITOM, Discovery, Integrations
- Vendor Management
 - Management of incidents, service requests and changes with ServiceNow
 - Performance issue management with ServiceNow
 - Forecasting of changes in service consumption and communicating this with ServiceNow
 - Service request fulfilment
- Add-on dev-ops services
 - Through agreed pre-paid hours Xcession deliver a service to ensure you meet your constantly changing business requirements
 - User stories or specific requirement / use case-based solution, development, test and deployment and support
 - Achieve continuous business change with clarity on cost

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Service Benefits

Expert at supporting ServiceNow cloud solutions and on-premise solutions

Vendor agnostic to ensure you get the best from your technology supplier

Advising on the best technology to fit your needs and supporting you to gain real business value from your ITSM/ITOM/HRSD toolset

Demonstrable success delivering services to industry and the UK Public Sector

Best practice from broad industry customer base

Highly efficient, flexible and value for money service

UK based SME with additional near shore and offshore based SMEs to optimise costs where applicable

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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)