



# ServiceNow Enterprise Enablement

Contracting body

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**CGI**

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# Service Definition Overview

A ServiceNow Elite partner, offering a full spectrum of services supporting the whole lifecycle of ServiceNow ownership. Advisory services enable organisations to establish a business case to maximise return on investment. Other services include, health check, governance, platform maturity and one day 'fast track' workshops to overcome challenges and problems.

## Why CGI?

As an Elite partner of ServiceNow, CGI has completed more than 4,000 ServiceNow solution implementations globally. We are actively engaged with ServiceNow and are a registered partner in the following areas:

### **Service Provider**

Empowers participants in good standing to purchase ServiceNow products and services and operate them in a managed services capacity on behalf of clients with CGI unique policies, innovation and practice.

### **Sales Partner**

Provides sales leads, demonstration instances and marketing resources. Participants in the Sales Partner Program may be eligible for appointment as authorized ServiceNow resellers.

### **Services Partner**

Provides testing instances and publicity to professional services providers. Participants in the Services Partner Program may act as ServiceNow's subcontractor or prime contractor to provide services to ServiceNow clients.

### **Services Technology Partner**

Enables CGI to build, test, certify, and distribute apps and integrations for the Now Platform. Designed for independent software vendors (ISVs), systems integrators, and other app developers.

We are over 600 Certified/Trained professionals globally who specialise in ServiceNow, with a further 350 Skilled Experts that have ServiceNow Knowledge and use this to Consult and Deliver ServiceNow engagements.

In the UK we have a ServiceNow practice with experienced consultants holding active System Administrator (CSA), Implementation Specialist (CIS) and Application Developer (CAD) certifications. These consultants specialise in working with clients to engineer robust and mature solutions delivering high quality business outcomes.

We deliver ServiceNow solutions and provide 24/7 support through our UK ServiceNow centre of excellence located in the UK and complemented by locations across Canada, the UK, France, Portugal, Finland, the United States and India.

Our ServiceNow-certified professionals have, on average, over five years of ServiceNow experience, and their skills extend across key ServiceNow offerings, including IT Service Management, IT Operations Management Strategic Portfolio Management, Security Operations, HR Service Delivery, Customer Service Management and integrations and automations.

# 1. Service Description

We are a ServiceNow Elite partner, offering a full spectrum of services supporting the whole lifecycle of ServiceNow ownership. Advisory services enable organisations to establish a business case to maximise return on investment and improve your current ServiceNow platform.

ServiceNow is a Workflow Management platform upon which organisations have the ability to develop their own applications. With this depth of capability and functionality, one of the key challenges that organisations face with ServiceNow is how they can adopt, exploit, and continually improve business efficiency with the platform.

Additionally, we see the following key challenges for organisations to navigate:

- The ability to establish the ServiceNow platform in an efficient manner utilising ‘out of the box’ capabilities – minimising customisation.
- Keeping pace with the evolution of ServiceNow to continue to take advantage of new capabilities and functionalities.
- For those that have ServiceNow, concern around how well it has evolved and whether it can continue to evolve to support the business.
- For those wanting to exploit the full capabilities of ServiceNow, how to migrate legacy applications to the ServiceNow and how to effectively integrate other supporting systems.
- The continual need to upgrade to the latest version of ServiceNow.

We understand these challenges and have developed a suite of service offerings, shown in Figure 1 below, that address the full lifecycle of ServiceNow ownership.

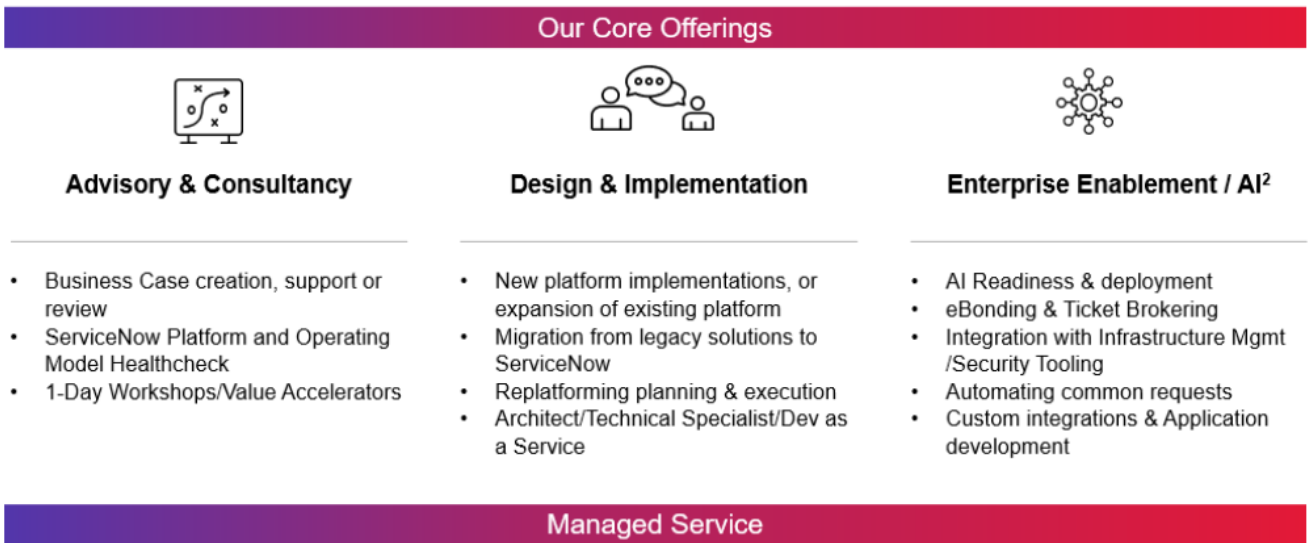


Figure 1: CGI's G-Cloud ServiceNow Suite of Service Offerings

## 1.1. Service Delivery and Approach

### 1.1.1. Our ServiceNow Advisory Services practice is solution led, and capability driven

- **Solution led** – we are proven practitioners and understand the true value of ServiceNow. We develop ServiceNow solutions that address the digital transformation challenges for IT, strategising with organisations to expand the benefits out across other business functions.
- **Capability driven** – our solutions help organisations to recognise the vast opportunities and realise the benefits of implementing.

Our Enterprise Enablement propositions and offerings are driven by flexibility, collaboration and responsiveness, with the goal of building long-term partnerships. They are governed by ISO 9001 and CGI's Organisation Partnership Management Framework and has led to an industry-leading track record of

performance and organisation satisfaction. Ninety-five percent of CGI projects are delivered on time and within budget, and we have a 9.2 out of 10 Client satisfaction rating, and a 4.5 out of 5 score for ServiceNow Deployments.

The following are the suite of Advisory Service offerings specially tailored around ServiceNow and our ability to align to the organisation's specific challenges.

### **1.1.2. Enterprise Enablement – Automation, Integration and AI Services**

We have developed a suite of solutions for the enterprise to better drive efficiencies utilising the ServiceNow Platform. This is achieved by better integration of enterprise tooling to allow improved workflow and visibility for end-to-end processes, automated assignment and completion of tasks, and utilisation of Artificial Intelligence (AI).

### **1.1.3. AI Readiness & Deployment**

ServiceNow are rapidly expanding their AI capabilities including Now Assist, Control Tower and Agentic AI. Our AI Readiness & Deployment offerings ensure you have the right governance, processes and data available to deploy AI solutions within ServiceNow. We can help to identify, prepare and deploy high-impact use cases to maximise value.

### **1.1.4. eBonding & Ticket Brokering**

Our eBonding & Ticket Brokering offering improves the quality and visibility of your service management processes and enhances collaboration between suppliers.

We can remove manual swivel-chair processes allowing automated and real time creation and update of tickets across your supply chain. This improves service performance and frees up time to identify and implement further service improvements.

### **1.1.5. Integration with Infrastructure Mgmt /Security Tooling**

Many enterprises have multiple IT and Security management tools. Our offering allows you to integrate these into ServiceNow to improve service delivery and reduce security risk. ServiceNow advanced workflow can ensure better prioritisation and assignment of incidents, increasing service availability and giving operational teams a single platform to deliver their services from.

### **1.1.6. Automating Common Requests**

Utilising ServiceNow predefined integrations, our offering allows you to automate many end-user and infrastructure request and standard changes. We can help you to identify the high-impact use cases, understand the pre-requisites (for example data cleansing, approval processes) and configure for your specific requirements.

### **1.1.7. Custom integrations & Application development**

We leverage ServiceNow's app engine, integration hub, and low-code capabilities to build and deploy secure, scalable solutions, rather than implementing customisations to the core platform. The common data model, workflow capability and end-user portal, ensure you can increase value from your investment.

## **2. Service constraints**

No constraints. CGI can support clients on-site or remotely, and across a range of security classifications including Above Secret with suitably cleared professionals.

## **3. Service levels**

This is a consulting service, service levels and outcomes will be alignment with the client.

## 4. Security

Our ServiceNow professionals are screened which conforms to BS7858:2019 up to Developed Vetting (DV). We offer security strategy and risk management as it relates to the ServiceNow Platform.

## 5. Service Pricing and Terms and Conditions

### 5.1. Pricing

Please refer to the G-Cloud 15 portal for the rates available.

### 5.2. Terms and Conditions

Please refer to the associated Terms and Conditions Document relevant for this Service including termination by the Buyer or Supplier.

## 6. Further information

For more information about this or any of our G-Cloud services, please contact us:

Phone: +44 0845 070 7765. Ask to speak to the G-Cloud team.

Email: [uk.gen.ccsframeworks@cgi.com](mailto:uk.gen.ccsframeworks@cgi.com), including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

We will prepare a quotation for you. Once the quotation is agreed upon, we will issue you the necessary documentation (as required by the G-Cloud Framework) and ask you to provide us with a purchase order.

Once we have received your purchase order, the services will be configured to the requirements agreed with invoices issued to you for the services procured.

On a monthly basis, we will also complete the mandated management information reports to Government Procurement.

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The information in this proposal is submitted on 30 Jan 2026 - Issue 2.0 on behalf of CGI by the following authorised representative:

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