

ServiceNow – IT Service Management (ITSM)

Transform the impact, speed and delivery of technology services with IT Service Management.

Using ServiceNow's leading practice methodology, Telefónica Tech will implement your ServiceNow platform, configured with the IT Service Management application. Using workflows designed to bring industry best practice to your IT Service Management processes.

The implementation will focus on configuring Incident, Problem, Change and Request Management, guided by certified Business Process Consultants to help you enhance your Service Management processes. Using Employee Centre, Telefónica Tech will work with you to configure a curated Self-Service Experience that will support your employees as they request IT services.

OUR SERVICENOW ITSM IMPLEMENTATION FOCUSES ON:

- › Introducing ServiceNow's market leading IT Service Management product and best practice workflows into your organisation.
- › Implementing a ServiceNow ITSM "Minimum Viable Product" to act as the groundwork for your ServiceNow, Digital Transformation Journey.
- › Empowering your colleagues and ServiceNow Admins to be able to manage and maintain the platform.

WHAT WE OFFER:



Best Practice ITSM Solution: Tailor ITSM workflows and processes to fit your organisation's unique needs, ensuring alignment with business objectives, compliance requirements and ITIL best practice.



Optimised User Experience: Provide a modern, intuitive self-service portal and mobile-friendly access to improve employee satisfaction and productivity.



Real-Time Dashboards and Reporting: Gain complete visibility into service operations with real-time performance analytics and reporting, enabling proactive decision-making.

OUR USP / VALUE PROPOSITION

We work with our customers to build long term partnerships. This means implementing via a phased approach, where once implemented, we can remain a part of the journey as a trusted partner.

Our Principles

- › Customer Centric: We prioritise the end user experience.
- › Best Practice: From planning to delivery, we follow ServiceNow's leading practice.
- › Continuous Improvement: We adopt a mindset of continuously improving everything, from our own processes to our customers services.
- › Training and support: We believe in empowering our customers, teaching them to run the platform and being available to take on their "big ticket" items.



ADD ONS / SUPPLEMENTARY SERVICES

Now Mobile

Empower employees with a mobile app to request services, report issues, and access resources anytime, anywhere for improved productivity.

Mobile Agent

Enable agents to manage and resolve tasks from mobile devices.

Walk-Up Experience

Streamline face-to-face IT support with appointment scheduling, self-check-in, and real-time service tracking.

ITOM Discovery

Automatically discover and map IT assets and services for better visibility and proactive management across your infrastructure.

Contract Management

Efficiently manage the entire contract lifecycle, from creation and approval to renewal and compliance tracking, ensuring transparency and reducing risks.

ITSM Pro

Enhance your IT service management with advanced AI-driven capabilities, including predictive intelligence, virtual agents, and performance analytics for faster, smarter issue resolution and continuous service improvement.

Leading the Way in
Digital Transformation
for our Customers

Telefónica Tech unlocks the power of integrated technology, bringing together a unique combination of the best people, with the best tech and the best platforms, supported by a dynamic partner ecosystem to make a real difference to every business, every day.