

MOZΔIC

ServiceNow Managed Service

A Mozaic ServiceNow Service



2025

Confidential

Future
Ready

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A Digital Service Management (DSM) enabler, this service provides frictionless 1st, 2nd and 3rd line support for your ServiceNow platform, plus a development capability on a dedicated resource basis to manage project peaks and troughs. Covers all modules: ITSM, ITOM, ITBM, SAM, GRC, DevOps, SecOps, HR, App Engine and CSM.

Features

- ▶ **Basic** – Designed for organisations with minimal platform change but still requiring operational support when necessary. Best practice System Administration provided on a tailored basis to suit your circumstance by certified practitioners and led by a named Service Manager.
- ▶ **Professional** – Designed for organisations with a moderate roadmap of change for their platform but not requiring a dedicated, fixed headcount team. Tailored to meet the demands of your roadmap and to flex accordingly in order to meet delivery timescales and commitments. This service is led by a dedicated Service/Account Manager
- ▶ **Premium** – Designed for organisations with a demanding and complex roadmap of Now Platform modules and capabilities. This service is led by a full-time Engagement Lead and ServiceNow Architect and, similar to the Professional Service, is able to flex to meet demand and react to change swiftly and at scale.
- ▶ On-demand provision of dedicated resource to deliver rapidly on short, medium and long-term projects and initiatives

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Benefits

- ▶ Delivery of an effective ServiceNow solution in-line with your needs
- ▶ Provision of experienced and certified ServiceNow professionals
- ▶ Rapid issue resolution by operationally experienced System Administrators
- ▶ Flexible resource provision tailored to demand
- ▶ Predictability on forecasted spend
- ▶ Supports upgrades to latest software versions
- ▶ Swift implementation of new features as they are released





The Operating Model Experts

Become Future Ready with Mozaic

Mozaic is an **award-winning specialist consultancy** and **partner of choice** for organisations looking to improve their strategy, delivery and operations.

Fostering Future Ready organisations that deliver outstanding customer experiences.

Operating models tailored to your business that drive agility and enable continuous value.

Industry-leading tools, improving workflows, user experience and value for money.

Trusted by the World's Leading Organisations

With experience that spans all industries and business functions, from scale-ups to global household names, Mozaic has enabled more operating model change than any other organisation.

Our deep industry coverage and extensive track record enables us to understand the unique challenges you are facing - from driving efficiencies and reducing risk to ensuring your technologies are Future Ready.

Whatever your industry, we have the expertise to deliver transformative solutions tailored to your needs.

A selection of our clients





Operating Model Dimensions

Functions

Tools

Processes

Governance

People

Sourcing

Data

Getting the Foundations Right

The Fundamentals to Overall Business Success

An effective operating model is the essential foundation for how an organisation delivers its strategy and successfully manages day-to-day operations.

It encompasses the critical elements - processes, technology, people, and organisational structure - that collectively drive business outcomes, ensuring these elements align and work seamlessly towards achieving strategic goals.

Shaping a Better Future

We believe that business has a responsibility to deliver more than results, it should contribute positively to people's lives, the communities we operate in, and the environment we all share. That's why we are dedicated to acting responsibly in every aspect of our work, from how we run our firm to how we support our clients.

To accelerate our journey to Net Zero, we have committed to reducing CO₂ emissions by 15% year on year, achieving a 73% overall reduction by 2030 and continuing to reduce emissions to reach full Net Zero by 2040 or sooner.



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