

MOZΔIC

ServiceNow Upgrade

A Mozaic ServiceNow Service



2025

Confidential

Future
Ready

ServiceNow Upgrade

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A Digital Service Management (DSM) enabler, this service upgrades ServiceNow to the latest version employing best practice and delivering operational stability whilst minimising downtime to your mission critical platform. We relieve the pressure on organisations to manage an upgrade whilst providing an ongoing change and operational service to its customers.

Features

- ▶ Upgrade instance management
- ▶ Upgrade Plan creation
- ▶ Detailed assessment of conflicts created by an upgrade
- ▶ Guaranteed resolution to all conflicts identified through technical excellence
- ▶ Upgrade end-to-end execution including smoke and user acceptance testing
- ▶ Alignment to ATF
- ▶ Early Live Support post upgrade
- ▶ Documented handover of the upgraded instance
- ▶ Knowledge Transfer for subsequent upgrades

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Benefits

- ▶ Seamless upgrade execution
- ▶ Access to certified upgrade experts with hands on experience
- ▶ Clients concentrate on business needs rather than platform currency
- ▶ Ongoing self-sufficiency for future upgrade requirements





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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