

GCloud15

Computacenter ServiceNow



Computacenter overview

Financial strength & stability

Listed company since 1998; United Kingdom FTSE 250				
£278m	Adjusted profit before tax	£6,922.8m Revenue	£5,286.3m	Technology Sourcing
£459m	Adjusted net funds		£678.8m	Professional Services
			£957.7m	Managed Services
Reported numbers from the Annual Report and Accounts 2023.		£10,081.4m* Gross invoiced income	* This figure recognises standalone software and resold services as gross.	

Scale & resources

5,000 Engineers & Technicians	1,800 Project, Service & Delivery Managers	20,000+ People	5,000 Service Center Agents	1,600 Consultants
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Worldwide reach & customer focus

70+ We source, transform & manage technology for our customers in over 70 countries worldwide	We sell to customers in eight countries Belgium Canada France Germany Netherlands Switzerland United Kingdom United States
	We have near-shore and off-shore operations in another eight countries Hungary India Malaysia Mexico Poland Romania South Africa Spain
	We have support operations in another seven countries/territories Australia Brazil China Hong Kong (SAR) Ireland Japan Singapore



Breadth of skills

Cloud & applications	Data Center	Networking	Security	Workplace
Source				
Transform				
Manage				



Cloud Services are part of a broad portfolio

Portfolio overview



We also support you in designing, building and operating your multi-cloud networks, and in making your cloud secure.



Solution area	Cloud and Applications				
Solution group	Cloud services	Application platforms	Data & AI platforms	Custom application services	Business automation
Service offerings	Cloud Adoption	Development Foundation Platform	Data Foundations	Application Team Enablement	Citizen Developer Enablement
	Cloud Optimisation	Cloud Native Application Platform	Data / MLOps Platform	Application Development	Low-Code Application Development
	Multi-Cloud	Observability Foundation Platform	AI Platform Adoption	Application Modernisation	ServiceNow
		Platform Engineering		Application Operations	Robotic Process Automation



Computacenter's ServiceNow practice

18+ Years of transformation with ServiceNow

Bringing extraordinary people together since 2007.

2,000+ Successful implementations

Ensuring quality and reliability through expertise.

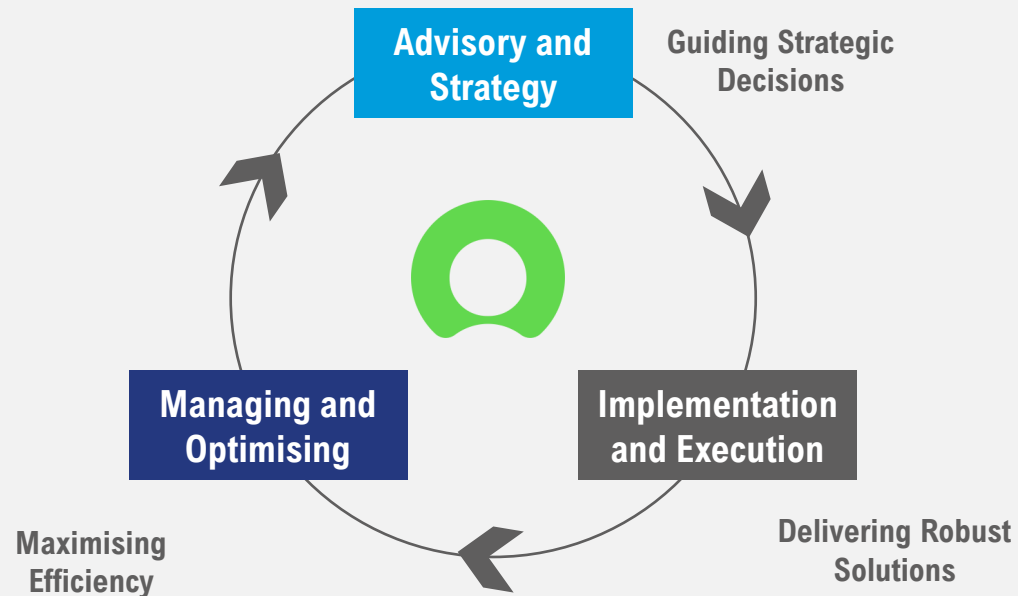
94% People retention

Building lasting connections. Inspiring customer loyalty.

4.81 / 5 CSAT Score

Achieving customer satisfaction with exceptional global support

Global Delivery Capabilities



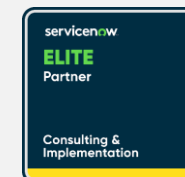
Talented Professionals

- **320+ certified** implementation specialists
- **Trusted** technical advisors proposing solutions to **achieve complex business objectives**
- **Valued partner** on the digital transformation journey



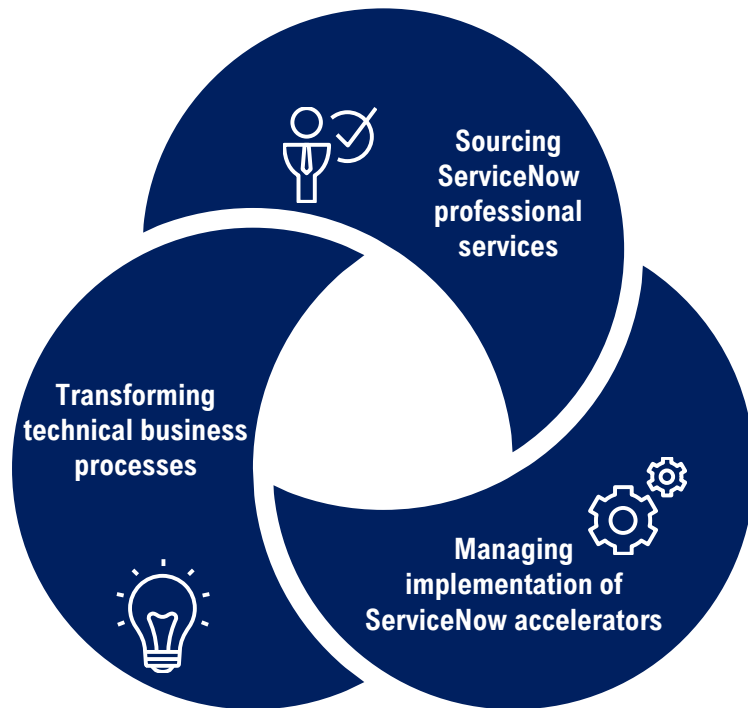
Strong Partnerships

- **Top 7%** of all ServiceNow partners
- High levels of demonstrated **competency**
- Proven track record of **delivering results**
- **Large scale** support across geographies



Understanding the CC-SN Partnership

What the Computacenter-ServiceNow partnership delivers to its customers



Why Computacenter is the best partner to deliver the desired results

Elite Partner status, achieved by only the top 7% in an ecosystem of over 2,200 ServiceNow partners

Demonstrated expertise across ServiceNow's 4 C's – Capacity, Competency, Customer Success, Capability

A sizable team of accredited Presales, Sales, and Implementation specialists with industry experience and proven knowledge on the Now Platform.

Proven success in delivering outcomes with Product Lines Achievements earned across all key ServiceNow products



ServiceNow Advisory Offerings

ServiceNow
Employee
Experience

ServiceNow AI
Advisory &
Readiness

ServiceNow
Automation Advisory

ServiceNow CMDB
Advisory

ServiceNow
Managed Support
Services

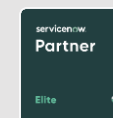
ServiceNow
Strategic Advisory
Services



Blended Delivery Model

Onshore | Nearshore | Offshore

servicenow



Driving Business Success

Helping you to position...

ServiceNow Strategic and Advisory Services

Aims to bridge the gap between ServiceNow products and our customers business objectives. We help customers get the most out of their ServiceNow investment.

What you'll get

- Objective, impartial and expert advice
- Experienced ServiceNow accredited consultants working across every industry vertical
- Powerful Partnerships with ServiceNow providing forward insights and alignment to new standards

What we deliver

- Phased roadmap aligned to business outcomes
- Business capability map and Strategy map
- Licence assessment and utilisation
- Process Review and ServiceNow Platform Healthcheck
- Custom reviews of specific area or issue

What Value we bring

- Insight into customer tooling environment
- Identify improvements and inefficiencies in service
- Find pipeline growth opportunities in new and existing Computacenter accounts



Packaged deliverables to position

Roadmap	License Assessment & Utilisation
Description: A phased roadmap of features and products aligned to business outcomes.	Description: Review of licenses purchases and their utilisation with a report identifying under utilisation.
Governance & Platform team review	Target Operating Model (TOM)
Description: A review of your platform team structure, detailing any resource or role gaps as well as any governance improvements such as demand management.	Description: A strategic framework to establish a best practice for building a cross functional organisation to support the expansiveness of the ServiceNow platform.
Business Capability & Strategy Map	
Description: Licensed & unlicensed ServiceNow Platform features and modules (Adoption Plan). Alignment of platform features to business outcomes and strategic priorities.	



Supporting Operational Transparency

Helping you to position...

CMDB Advisory Services

Identify and rectify data inconsistencies, streamline processes, and enhance integration with other IT systems.

What you'll get

- Focus on improved decision making, operational efficiency and compliance with industry standards supporting audit requirements.

What we deliver

- Data Quality Analysis: Evaluate the accuracy and completeness of existing CMDB data.
- Process Review: Improve current processes for CMDB maintenance
- Integration Check: Review integrations with other IT systems to ensure seamless data flow.
- Compliance Audit: Verify compliance with industry standards and internal policies.
- Reporting and Dashboards: Improve visibility and decision-making tailored to customer needs.

What Value we bring

- Improved Data Accuracy: Enhanced reliability of CMDB data for better decision-making.
- Operational Efficiency: Streamlined processes leading to reduced manual effort and errors.
- Risk Mitigation: Early identification and resolution of potential issues.
- Regulatory Compliance: Ensure adherence to relevant standards and regulations.
- Enhanced Visibility: Better insights into IT assets and their relationships.
- Cost Savings: Optimised resource allocation and reduced operational costs

Packaged deliverables to position

Architecture Blueprint

Description: A detailed data model design including how to deliver this with CC support.

Governance Model

Description: A review of your CMDB team, detailing any resource or role gaps as well as any governance improvements such as demand management.

Roadmap

Description: A phased roadmap of features and products aligned to CMDB.



Enabling Business Automation

Helping you to position...

Automation Advisory Services

Help scale efficiently, improve resource utilisation, and achieve greater operational efficiency, driving overall business growth.

What we deliver

- Process Identification: Identify and document key business processes suitable for automation.
- Workflow Analysis: Evaluate existing workflows to pinpoint inefficiencies and automation opportunities.
- Tool Integration Review: Assess current integrations with other tools to ensure seamless automation.
- Automation Readiness: Determine the readiness for automation, including infrastructure and skill sets.
- Compliance and Security Review: Ensure that automation processes comply with regulatory standards and security policies.
- Performance Metrics: Develop metrics to measure the effectiveness and ROI of automation initiatives.

What Value we bring

- Increased Efficiency: Streamlined processes leading to faster and more accurate task completion.
- Cost Reduction: Lower operational costs through reduced manual effort and resource optimisation.
- Enhanced Accuracy: Minimised human errors, leading to higher quality outputs.
- Scalability: Ability to scale operations quickly and efficiently.
- Improved Compliance: Ensure adherence to industry standards and internal policies.
- Better Resource Utilisation: Free up people for more strategic tasks.

HAL=ON

Packaged deliverables to position

Architecture Blueprint

Description: A detailed data model design including how to deliver this with CC support.

Governance Model

Description: A review of your CMDB team, detailing any resource or role gaps as well as any governance improvements such as demand management.

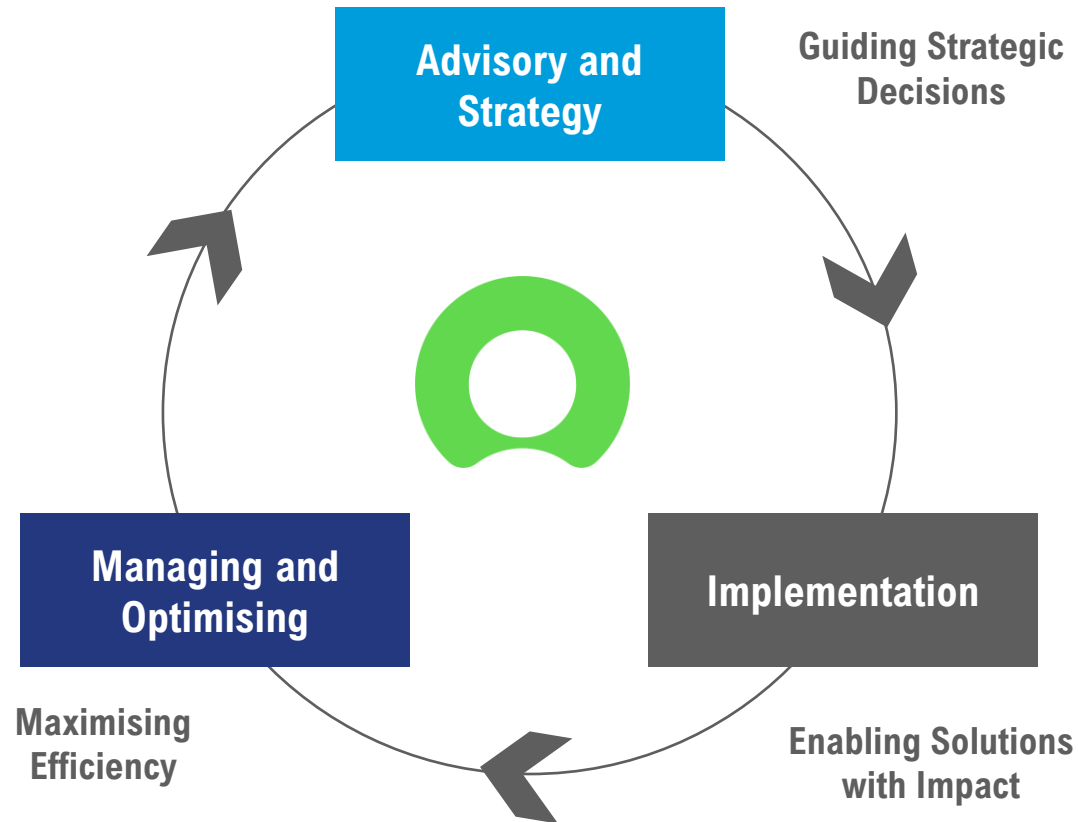
Target Operating Model (TOM)

Description: A 'to-be' design plan to deliver better service aligned to the customer goals and vision.



Delivering ServiceNow solutions

Enabling our customers and Computacenter



Advisory and Strategy

- Tailored approach aligned with company goals
- Expert guidance to maximize investments and drive continuous improvement

Managing and Optimising

- Focus on data consistency and automation to enhance efficiency and decision-making
- Ongoing performance monitoring and proactive issue resolution

Implementation

- End-to-end support, from planning to delivery
- Structured approach with strong change management
- Solutions built for scalability and long-term success



AI Advisory Engagement Overview

Computacenter AI Readiness Assessment

We will review your instance in preparation for implementing Now Assist or before acquiring additional licenses (Pro+/Enterprise+). We will also identify key customer specific use cases where NowAssist and Agentic AI can provide ROI, specific to your business goals and objectives.

The purpose of the readiness assessment is to identify if the platform is mature enough in its current state to onboard the new AI features or whether further development and or ITIL maturity is required. A Platform review of any customisations that do not align with both ITIL best practice and Now Assist features would also be completed to ensure compatibility. Our Readiness assessment includes a roadmap aligned to client specific goals & objectives, ServiceNow Modules and process maturity. Highlighting which NowAssist features should be rolled out and when (Phased or otherwise), any pre-requisite activities required and future opportunities.

Computacenter can also look at whether there are alternative options to supporting client AI Journey and Adoption outside of ServiceNow Now Assist and Now LLM.

Engagement Purpose - Assess Client readiness for implementing NowAssist & Agentic AI in their ITSM environment to enhance service management..

Key Outcomes - Deliverables include a readiness report and strategic roadmap for phased NowAssist adoption.

Overall Goal - Provide DWP with insights and planning to align AI adoption with organizational goals and maximize platform value.



Approach & Timeline

Week 1 & 2: Stakeholder Alignment

Conduct kickoff meetings and workshops to understand ITSM processes and strategic objectives.

Week 2 & 3: Platform Assessment

Evaluate ServiceNow configuration, data quality, ITIL maturity, knowledge management and customizations impacting adoption.

Week 4: Documentation and Presentation

Document recommendations and present a strategic phased rollout roadmap with quick wins.



Advisory & Assessment

Activities

Pre-requisite Review

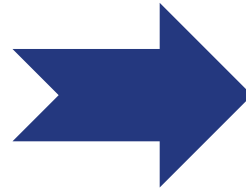
Examines the current ServiceNow platform and ITSM processes to identify barriers to AI adoption.

Business Case Workshop

Explores potential benefits of NowAssist, including productivity, cost savings, and user experience.

Strategic Roadmap Development

Outlines phased rollout, quick wins, and future opportunities for AI feature implementation.



Deliverables

Readiness Assessment Report

Detailed report on platform maturity, gaps, risks, and recommended actions for internal planning. Includes a high-level business case summary including benefits and goal alignment.

Strategic Roadmap

Phased adoption plan with prioritised features, rollout timelines, and integration considerations.



Deep dive into offerings

Solution buckets and focus areas



Environmental, social, and governance

Sustainable technology services

Customer objectives

Organisations need to consider how to move to sustainable technology strategies that promote lower carbon solutions.



Mobilise the ESG strategy and turn goals into actions



Enhance reputation by protecting data integrity and enabling ethical practices



Create long term value by supporting evolving needs, driving sustained growth, and delivering impact

ServiceNow solutions

A platform to underpin the strategies and enable a single, consistent approach to monitoring progress and reporting against goals.

Offerings:

- Move to Cloud
- Datacentre Management
- AI and Advanced Analytics
- Full Device Lifecycle Services
- Circular Services
- ESG Programme Management and reporting



Benefits to the customer

- ✓ Record Strategic Goals against ESG initiatives
- ✓ Better track data as a key asset
- ✓ Underpin value streams with policy compliance
- ✓ Single view of all initiatives in a common language
- ✓ Real time reporting and actionable insights



Connecting the enterprise

Orchestrate and automate the enterprise

Customer objectives

Organisations need to digitise data utilising AI and NLU capabilities, connect systems to enable additional value extraction, and standardise data to ensure exchange across the enterprise.



Digitise data to enable automation, accuracy, and consistency



Integrate across value streams and improve connectivity with transfer of data



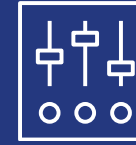
Operate on a common data model for data harmonisation

ServiceNow solutions

A platform to enable orchestration and automation of workflow across the enterprise utilising a single data model to support consistency.

Offerings:

- ServiceNow Plus
- Multi Cloud Provisioning
- JML
- TeamConnect



Benefits to the customer

- ✓ Remove business silos and foster collaboration
- ✓ Improve time to value
- ✓ Automate end to end value streams
- ✓ 360-degree control and visibility
- ✓ Report consistently across all targets



Digitalised services

End-to-end lifecycle management of the digital services portfolio



Customer objectives

Organisations need to migrate from legacy systems, improve security measures, and prioritise having a clear strategy. They need to assess and build the capabilities required to support a digital business.



Understand the value of digital transformation for growth, profitability, and sustainability



Foster collaborations with business units to transform processes and functions



Spot and address the lack of visibility and transparency between internal teams

ServiceNow solutions

A platform to enable the end-to-end management of an organisation's digital products and services from Strategy and build, through to operate and support.

Offerings:

- Strategic Portfolio Management
- Developer Velocity
- OT Management

Benefits to the customer

- ✓ Increase revenue with greater market share
- ✓ Increase efficiency with automated workflows and AI
- ✓ Improve security and resilience to support 24x7
- ✓ Keep up with the industry and attract the right talent
- ✓ Reduce costs with hybrid working and automation



Operational resilience

Build robust security systems to ensure business continuity



Customer objectives

Organisations need to be operationally resilient where they can anticipate, prevent, and recover from and adapt to adverse operational events.



Improve security and resilience to reduce added pressure of risk incidents



Continuously monitor systems for non-compliance, vulnerabilities, and other risk factors



Plan for significant business disruptions and be prepared with a response and continuity plan

ServiceNow solutions

A platform to enable management of the critical services and their underpinning assets and owners; enabling orgs to maintain compliance with regulations and internal policies and manage the risks and relevant Business Continuity Plans for recovery.

Offerings:

- Digital Workplace
- ServiceNow Plus
- Business Continuity Management
- Identity and Access Management
- CSDM
- Policy and Compliance Management

Benefits to the customer

- ✓ Full Visibility of services and assets
- ✓ Insight into global threats and events
- ✓ Continuous compliance monitoring
- ✓ Preventative and responsive capabilities
- ✓ Improved physical and digital security



Power the employee

Empower employees to see productivity improvements



Customer objectives

Organisations need to build capabilities that empower their employees and enable them to perform, and do that where they want, how they want, and when they want.



Improve employee dedication and prevent negative sales impact and loss of customers



Introduce high-efficiency systems and process to reduce errors, overload, and higher service costs



Provide support to ill equipped customer support staff to improve low morale and sense of value

ServiceNow solutions

A platform to enable orchestration and automation of workflow across the enterprise utilising a single data model to support consistency.

Offerings:

- Flexible working
- Contact Reduction Framework
- Bundle Manager
- EC Accelerator
- VA Accelerator
- Mobile Accelerator
- Enhanced Walk-up
- Smart Locker Integration

Benefits to the customer

- ✓ More productive employees
- ✓ Greater job satisfaction
- ✓ Higher levels of quality-driven by automation
- ✓ Reduced costs
- ✓ Improved customer satisfaction



Our Approach and Benefits

Rapid enablement and proving value in <60 days



Objectives

- Deliver **immediate, tangible improvements** in cloud and containerisation through **co-delivery** and **guided experimentation**
- Provide **informed opinion** and recommendations on solution areas based on **real world experience**
- Create **proof of value / proof of capability** in single environments that can **easily be extended** and rolled out elsewhere



Benefits

- “Let’s **build something together**” vs. “Let us assess you”
- Lean-in approach: **Co-create**, pair, deliver, **fail fast**, learn fast
- **Quick delivery cycles** aligned to an iterative mindset
- **Output over theory**: MVPs, reusable code, policy packs — **not static documents**
- **Align** to your **business objectives** (e.g., scalability, velocity, resilience, compliance)



Ways of Working

- Gives you **visibility into current state** without a formal assessment
- **Fits your culture** of **experimentation** and **speed**
- Provides you with **future footholds** based on **real**, mutually delivered **value**
- Avoids “dead” documents and instead **delivers usable artefacts**

Service Description

Pricing overview

For current pricing which accurately reflects your requirements, please contact your Account Manager, call us on 01707 631000 or send an email to government@computacenter.com.

Please ensure you reference the GCloud 15 Service ID number in all communication.



Service Description

Ordering & invoicing process

Ordering Process

Please contact your Account Manager, call us on 01707 631000 or send an email to government@computacenter.com
Please ensure you reference the GCloud 15 Service ID number in all communication

Invoicing Process

Customers are invoiced monthly with 30 days net payment terms.



Computacenter Social Value and Legal statements

Social Value Statement

Computacenter has a strong, long-standing commitment to delivering social value to the communities in which we operate. This is underpinned by our Sustainability Strategy, which focuses on the following 3 pillars:

- **People:** Supporting people and communities around the world
- **Planet:** Ensuring sustainable operations
- **Solutions:** Delivering sustainability through technology

While this strategy is in place across our global organisation, it aligns well to the 5 themes of the UK Government's Social Value Model and underpins our tailored approach to delivering social value through our government contracts in the UK. As a UK headquartered company and strategic supplier to UK government, Computacenter is proud of our strong track record in delivering social value within the UK specifically, but our global framework and reach provides us with opportunities to deliver social value on a much greater scale.

Our success in delivering social value through our global sustainability strategy is evidenced through the key recent achievements outlined below:

- TIME magazine has named Computacenter as one of the **World's Best Companies** where we have been recognised globally in three areas: employee satisfaction, revenue growth and sustainability (ESG). This highlights our commitment to our people, our planet and to delivering sustainable growth.
- The support we have provided to the Beyond Food Foundation through our joint '**Fresh Lives**' programme has included technology donations and funding to set up the programme as well as Computacenter employees volunteering their time to run CV and employability workshops. This is already having a demonstrable effect in reducing recidivism, with **60% of prison leavers** who take part in the programme gaining employment, with **86%** of those people still employed a year later.
- Our long-term carbon emissions reduction and net zero targets have been approved by the Science-Based Targets Initiative (SBTi) which, coupled with our A- rating from CDP for our latest Climate Change Survey disclosure demonstrates our strong commitment to fighting climate change and reaching **net zero emissions by 2050**.
- Our commitment to fighting climate change was further highlighted through our recognition as a Climate Leader in the Financial Times' Europe's Climate Leaders 2024 report, where we ranked **16th overall, 3rd of all UK-based organisations** and **1st in the UK technology sector**.
- Ecovadis have recognised our overall ESG performance by awarding us a silver rating at a global level, placing us within the **top 8%** of all organisations assessed
- We have been recognised as a 'Top Employer' by the Top Employers Institute for the last 2 years as being one of the UK's best places to work, as well as further recognition through our Great Place To Work certification.
- Our people-led **Ethnic Diversity Employee Impact Group** has been nominated in the category of 'Network Group' in the 2024 Ethnicity Awards from Investing in Ethnicity, demonstrating our strong commitment to championing ethnic diversity within our organisation and the wider industry.
- Computacenter were highly commended in the CRN Sustainability in Tech Awards 2024 in the **Circular Economy Company of the Year** category.
- In 2025, Rate my Apprenticeship and the Department for Education recognised Computacenter as a Top 100 employer for apprenticeships.

Legal Statement

- 'Solutions may be subject to third party marketplace or end user terms and conditions as appropriate'



GET IN TOUCH

To find out how your organisation can take advantage of Computacenter's Cloud Propositions, please contact your Account Manager or send an email to government@computacenter.com

<https://www.computacenter.com/uk>

Helping our customers change the world

Computacenter is a leading independent technology and services provider, trusted by large corporate and public sector organisations. We are a responsible business that believes in winning together for our people and our planet.

We help our customers to Source, Transform and Manage their technology infrastructure to deliver digital transformation, enabling people and their business