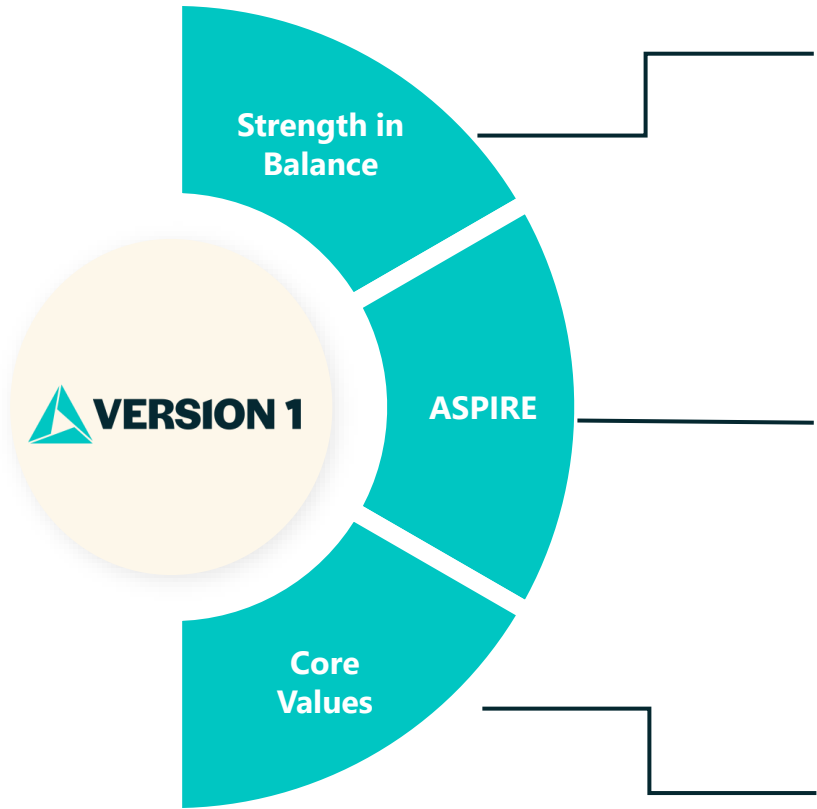


ServiceNow® Consulting and Managed Services

 servicenow®

The Version 1 difference



Customer challenges

"The lack of an ITSM solution causes internal/customer issues, manual processes and higher costs. Our outdated legacy apps with no API support for new features is stifling our progress."

ServiceNow® implementation and advisory services

Version 1's consultants can deliver guidance on aligning ServiceNow® capabilities with your business goals, creating a roadmap for adoption, offering best practices, setting up and configuring the platform, and assisting with data migration. We focus on productivity, efficiency, and return on investment through design workshops and refinements.

"Our ServiceNow® customisations are too complex and costly. How can we simplify and enhance our user experience?"

ServiceNow® optimisation and innovation services

Version 1's ServiceNow® consultants can deliver performance tuning, process improvement, AI and automation, and integration services for optimising ServiceNow® efficiency, enhancing productivity, and creating a seamless IT ecosystem.

"How do I ensure my ServiceNow® application is up-to-date, managed and monitored on an ongoing basis without impacting on our in-house resources?"

ServiceNow managed service

Version 1's ServiceNow® managed service includes administration, development, health checks, and system monitoring. We ensure regular updates, apply necessary patches, and develop custom applications and workflows, handling user management, system monitoring, and incident troubleshooting to keep your ServiceNow® platform compliant and running the latest version.

How do you deliver optimised service agility and innovation?

Break free from technical debt, pivot like a pro and outrun the competition with a modern infrastructure. Innovate and disrupt for success.

Go beyond simply 'keeping the lights on' and **embrace the potential** of Version 1's ASPIRE managed services that **place AI, continuous improvement and business innovation at the heart of everything we do.**



ServiceNow® implementation and advisory services

For new customers to ServiceNow®, we have a comprehensive suite of services to plan, develop, setup, configure and migrate your legacy ITSM environment into ServiceNow®.



ServiceNow® optimisation and innovation services

Our ServiceNow® accredited consultants offer performance tuning, process improvement, AI and automation, and integration services to enhance your ServiceNow® platform efficiency, boost productivity, and create a seamless IT ecosystem.



Performance tuning

Enhance the performance of your ServiceNow® platform to ensure it runs efficiently and effectively.



AI and automation

Implement AI-driven solutions and automation to streamline processes and enhance productivity.



Process improvement

Identify and implement improvements to your existing processes to increase efficiency and reduce costs.



Integration services

Integrate ServiceNow® with other enterprise systems to create a seamless IT ecosystem.

ServiceNow® managed service offering

Managed service offering with specialisation in deployment of ServiceNow® AI

ServiceNow managed service

Ongoing ServiceNow® support

Provide continuous support and maintenance to ensure your ServiceNow® platform remains compliant.

Administration

Handle day-to-day administrative tasks, such as user management, system monitoring and troubleshooting.

Patch management

Apply necessary patches to address known issues, bugs and vulnerabilities.

Development

Develop applications and workflows to meet your unique business requirements.

Regular updates

Ensure your platform is always running the most appropriate or latest version with the newest features and security patches.

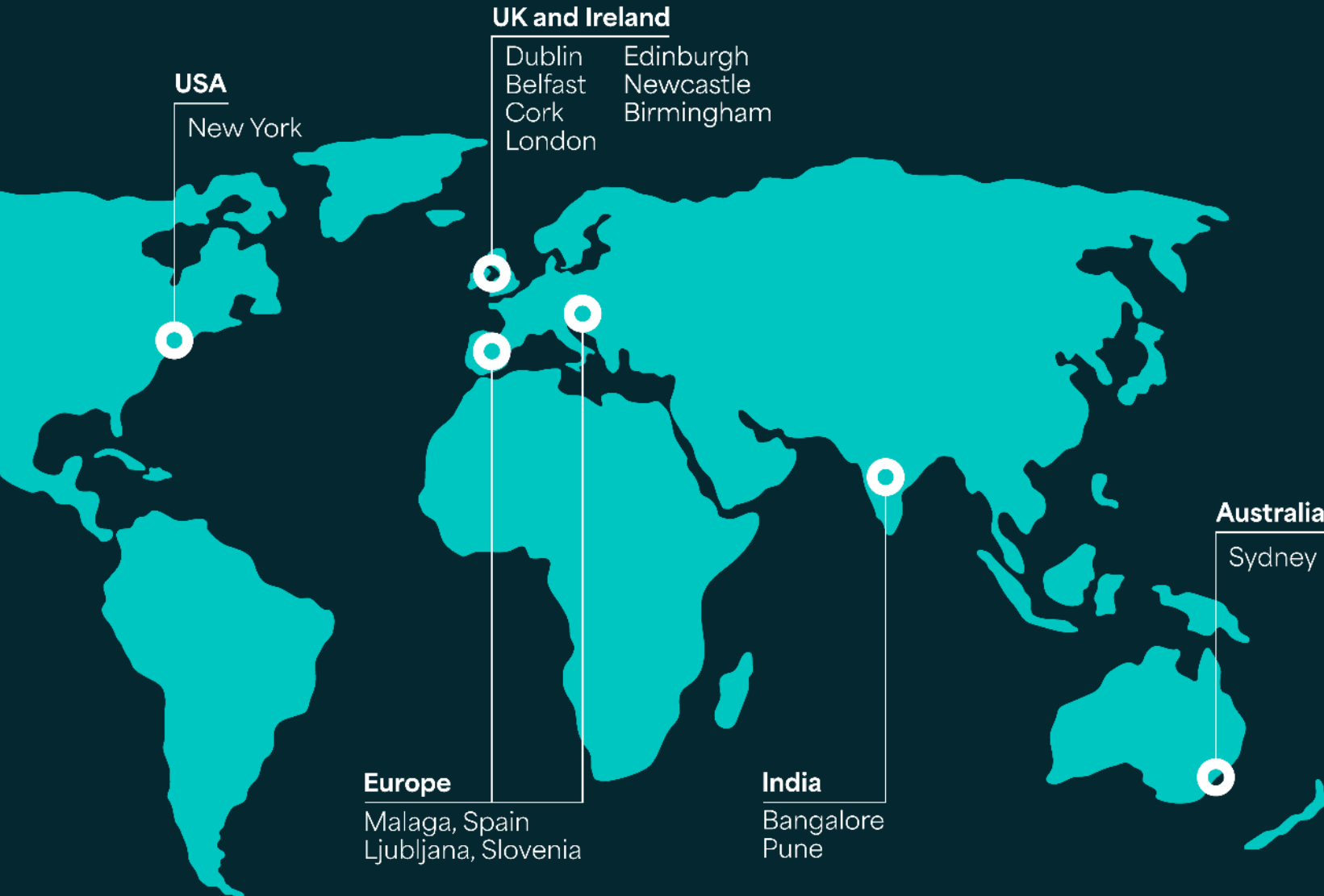
Health check/system monitoring

Conduct regular assessments of your ServiceNow® environment to identify and address any resident issues.

About Version 1



Version 1 at a glance



29 years of experience

13 global locations

6 strategic technology partners



13 years as a great place to work



Industry best practice



€364M+ revenue 2024

82% employee engagement score (Q2 2025)

85% customer satisfaction score (Q2 2025)

The Version 1 difference

The core values at the heart of Version 1's success.



**Honesty and
integrity**



**Personal
commitment**



No ego



Customer first



Excellence



Drive

Looking forward: Our ESG targets, goals & achievements

A-

score for Carbon Disclosure Project reflecting our sustainability practices (Industry average is a C)

680+

Volunteering hours delivered by employees globally

80%

key suppliers with sustainability targets by 2025, we are committed to reducing environmental impacts across our supply chain through responsible sourcing and partnerships

217

Version 1 Impact Investors supporting our global Community First programme which aligns to the UN Sustainability Development Goals

Bronze

Ecovadis rating reflecting our ESG maturity across our strategic focus areas

930

Women in Tech members

Our four strategic ESG pillars:



**Environment
sustainability**



**Ethical
Practices**



**Responsible
Procurement**



**Social
Impact**



As a participant of the United Nations Global Compact, Version 1 is committed to aligning strategies and operations with universal principles on human rights, labour, environment and anti-corruption

Our services portfolio



Application Modernisation and Integration

Accelerating the modernisation of applications embracing sustainable engineering and AI-assisted development.

Legacy systems modernisation

Continuous modernisation

Next Gen Apps

Integrated Apps

Portfolio modernisation



Experience Design and Development

Designing, shaping and building products and solutions that deliver fantastic people and societal experiences.

Digital strategy and innovation

Product management and roadmaps

Behavioural research, analysis and journey mapping

Creative design and UX services

Product development and AI accelerated engineering

Envisioning and innovation workshops



Enterprise Applications

Optimising the core of your business with deep functional and technical expertise in Finance, People, Customer and Enterprise Performance Management (EPM).

Reshaping finance for the future

Elevating HR and people operations

Enhancing supply chain management

Amplifying customer touchpoints

Realising value with Data insights and AI



Data x AI

Becoming an intelligent, data driven organisation needs quality data x AI to make better decisions and processes.

Data strategy and architecture

Data engineering

Data analytics and visualisation

Data modernisation

Data governance

AI co-creation services



Cloud Transformation

Adopting, optimising and leveraging Cloud to unlock new or enhanced business value and innovation.

Industry specific cloud

Readiness and enablement

Migration and transformation

Operate and optimise

Specialist services



ASPIRE Managed Services

Reduce time, cost and risk by leveraging our VLA approach to run and optimise traditional and Cloud services to improve business agility and accelerate innovation.

Cloud and infrastructure management and optimisation

Oracle SaaS management and optimisation

Data and AI managed services

EBS, Peoplesoft and JDE managed service

Application management and optimisation

Digital workplace services

Our global technology partners

- Named **AWS Collaboration Partner of the Year 2024**
- Named **Global Microsoft Modernising Applications Partner of the Year Award 2023**
- Named **Microsoft Ireland Partner of the Year 2023 Winner - Social Impact**
- Named **Innovation Partner of the Year Winner - 2023 Oracle EMEA Partner Awards**
- Named **AWS Collaboration Partner of the Year - EMEA 2023**
- Named **AWS Migration Partner of the Year - EMEA 2022**
- Named **OutSystems Partner of the Year 2021**

Microsoft Partner

Azure Expert MSP



As an Azure Expert MSP and the Global Modernising Applications Partner of the Year 2023, Version 1 boasts extensive expertise across the Microsoft stack.



Premier
Consulting
Partner

An AWS Premier Consulting Partner and EMEA Migration Partner of the Year, Version 1's unrivalled expertise boasts deep expertise with 400 certifications and accreditations.



With 28+ years of Oracle ecosystem expertise, we're a certified Oracle Modern OPN Partner and Cloud Solutions Provider - One of Europe's most distinguished Oracle Cloud partners.



As a Premier Red Hat partner, we are experts in hybrid-cloud models and OpenShift, recognised for driving innovative solutions using Red Hat technologies.



An OutSystems Partner for Sales, Delivery and Quality Apps Program Partner, Version 1 is committed to unlocking value for our customers through low code development.



As a Snowflake Partner Version 1 enables customers to leverage Snowflake's flexibility, performance, and ease of use to deliver more meaningful data insights.

Our Public Sector Customers





Thank you

For more information, please visit our website: www.version1.com

Or contact us at: tendernotices@version1.com