

G-Cloud 15 – RM1557.15

Lot 3 - Cloud Support

ServiceNow

Implementation and Support

Service Description

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Foreword

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Validity

This proposal and all information contained within are valid for a period of 180 days from January 30, 2026.

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About HCLTech

HCL Technologies is a next-generation global technology company that helps enterprises reimagine their businesses for the digital age. Our technology products, services and engineering are built on four decades of innovation, with a world-renowned management philosophy, a strong culture of invention and risk-taking, and a relentless focus on customer relationships. Powered by a global team of 225,000+ diverse and passionate people across 60 countries, we deliver smarter, better ways for all our stakeholders to benefit from technology. With a worldwide network of Research and Development (R&D), innovation labs and delivery centres, along with expertise in Digital, Engineering and Cloud, we deliver solutions that fulfil the traditional, transformational and future needs of clients across the globe.

Service Description

Our solutions comprising ServiceNow technologies aim at enhancing user satisfaction, freedom, and productivity while optimising the Return on Investment (ROI) in ServiceNow technologies. End users can consequently look forward to increased automation and collaboration by adopting ServiceNow technology services.

Our managed IT workplace services ensure right-sized infrastructure and support. This improves the monitoring of the next generation workplace environment and reduces incident and problem tickets. The company focuses on the design, implementation, management and support of all ServiceNow modules and environments. HCLTech is an **elite partner of ServiceNow** worldwide with multiple seats on the Product Advisor Council, plus elite Partner, beta testing partner, authorised training partner of ServiceNow for developing ServiceNow roadmaps, beta testing and product feedback, etc.

HCLTech and ServiceNow has entered to form a strategic partnership. The expanded partnership will help us redefine our ServiceNow solution strategy and accelerate value delivery beyond the realms of technology workflows, including employee and customer workflows, industry, and vertical solution, underpinned by Generative AI inherent in the platform. HCLTech is one of G11 strategic partners in ServiceNow partner ecosystem which is the highest slab ServiceNow has defined. There are **over 70 license customers of ServiceNow under management with HCLTech** for our various customers. HCLTech has over **3,000 professionals and successfully completed over 800 ITSM, 100ESM, 150 ITOM and 100 ITAM projects worldwide** in ServiceNow. The image below depicts the 360-degree view on HCLTech ServiceNow Experience and Capabilities:



Figure: HCLTech ServiceNow Experience and Capabilities

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The ServiceNow Business Unit UK-based support centre is responsible for the management and maintenance of many of its ServiceNow customers environments. The centre includes a dedicated team which provides 24x7 assistance to end-user organisations. By employing state-of-the-art sense and respond agent-based technology, the company can proactively monitor, test and interrogate systems in real-time for customers, fostering a culture of continuous end-user service improvement and reporting.

The company's key competencies related to process and implementations:

Process Consulting & Advisory

- ✓ Process consulting & harmonisation
- ✓ Process Management
- ✓ Business Process Re-engineering
- ✓ Agile Centre of Excellence (COE)

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IT Service Management

- ✓ Rapid ServiceNow Out of the Box (OOB) implementation kit
- ✓ Bespoke IT Service Management implementation
- ✓ Artificial Intelligence (AI)/ Machine Learning (ML) implementation and user experience features – Virtual Agent, Employee Centre & Mobile Apps

IT Operations Management

- ✓ CMDB 360
- ✓ Discovery & Service Mapping
- ✓ CSDM framework
- ✓ Event & AIOps
- ✓ Cloud Provisioning & Governance

Enterprise Service Management

- ✓ SPM, APM & Agile
- ✓ CSM, FSM, Order Management
- ✓ HR Service Delivery, WSD
- ✓ SecOps, IRM, BCM, VRM, Source to Pay, EAM
- ✓ Industry specific solutions – TSM, TSOM, OTSM, Healthcare
- ✓ Creator Workflows

The ServiceNow Business Unit has engineers and consultants available from Junior to Consulting Director level, all with commensurate experience. These people undergo rigorous training and skills updating throughout their careers.

Hybrid Productivity

In more broad terms HCLTech enables businesses to meet the challenges of hybrid work with a business-driven consultancy and end-to-end fluid workspace solutions, as shown in the diagram below:



Figure: Business-driven consultancy and end-to-end fluid workspace solutions

Future State Operations

The proposed Target Operating Model (TOM) is an amalgamation of knowledge from the current HCLTech delivery for the customer underlying processes and learnings, which HCLTech has gained over the years. Based on the RFP, responses received to questionnaire and additional documents, HCLTech's proposed target operating model for the customer keeps the core themes tightly coupled with the customers business and sourcing objectives.

The recommended Target Operating Model is based on the following underlying fundamentals:

- **Service Management & Design:** Focusing on internal definitions of service and managing business expectations.
- **Service Transition & Control and Service Operations:** HCLTech will operate on the framework set and executed by the customer by incorporating the processes in our operations.
- **Optimise Operations:** HCLTech will own and be responsible for the Run the Business aspects
- **Innovation and Change:** Focus on understanding the CTB (Change the Business) requirements of the customer and be a change agent by helping drive innovation via our partnership.
- **Scalability/ Agility** while ensuring Quality of Experience.

The model is based on the fundamentals of Change, Run and Innovate where the entire service delivery model will broadly operate under three functions, each with a specific responsibility or outcome attached, thus:

- **Changing the Business functions** will be primarily responsible for designing and executing all changes/ transformations in the environment within the stipulated time. It will deliver both mandatory and recommended transformations to help achieve the target end state and vision designed by HCLTech to achieve the customers business, technology and commercial objectives.
- **Run the Business function** will be primarily involved in day-to-day operational activities and ensuring stable and smooth operations to keep the lights on - deliver operations excellence, drive continuous improvement and generate year on year improvement in terms of operations productivity and efficiency.
- **The innovation function** will be responsible for driving in change/ best practices within the service delivery and ensuring all latest technology trends/ market trends are evaluated for the customer environment.

Run the Business

Run the Business functions will operate under the following model:

- **Service Improvement:** The dedicated service improvement function will have sole responsibility of conducting analysis of underlying causes for ticket generation for problem management. It is the responsibility of this function to identify areas for improvement and introduce continuous improvements. This function also works closely with the compliance and quality teams to improve the overall effectiveness of the IT operations team. The metrics used for service improvements are derived from all the operational parameters.
- **Service Readiness Function:** This function is an enabler to support rollout of new applications, software, hardware or changes in the environment. This acts as a bridge between the team releasing applications/ technology and the operations team. This function's responsibility is to ensure that the operational team is ready for the environmental changes through providing training to the analysts, creating Standard Operating Procedures (SOPs), creating FAQs (Frequently asked questions), etc.
- **Technology Towers:** Dedicated and highly skilled teams for incident, problem, change and availability management services within the Technology Towers. This function will be responsible for running the day-to-day operations for the respective tower. This function will be responsible for both proactive and reactive management of the respective infrastructure tower. Each shift will be manned by a Shift Lead who will act as Single Point of Contact (SPOC) for the respective shift from an operations point of view. The track specific team will have a Track Lead who will be responsible for running the Business as Usual (BAU) activities including refresh and implementation.
- **Process and Automation:** HCLTech's solution leverages the customers' existing investment in tools.
- **Risk and Compliance Management:** HCLTech's Service Delivery model also envisages the setting up of a Regulatory Compliance function to ensure all regulatory, risk, compliance and information security requirements are identified and mitigated. Also ensure that the entire service delivery is compliant with local laws and regulations and any industry specific regulation that the customer may be exposed to.
- **Service Delivery and Account Management:** The solution provisions for a two-in-a-box structure for ongoing service delivery management and engagement management. Both functions will be staffed with senior professionals who will be able to drive both strategy and execution for the customers' engagement and ensure that the entire HCLTech delivery organisation for the customer is aligned to the customer's culture, operational processes, challenges and business goal.

Innovation

HCLTech strives not only to be ahead of the curve in providing flexible service models to its customers but to lead in the service industry by focusing on the inflexion points thus moving from outsourcing models to collaborative sourcing and now looking towards vested sourcing.

HCLTech believes that while we may sign an agreement for a term period, the reality of the customers business landscape and the world of technology will not be static through the engagement. We therefore believe that it is critical that HCLTech brings to the table a culture of innovation and thought leadership that makes sure that IT services continue to stay aligned to business requirements. The innovation office functions will be closely aligned to the Change the Business functions. The innovation office function in the customers environment will consist of the following functions:

- **Centre of Excellence Function:** This function will be responsible for auditing the respective track from an outside-in perspective, providing recommendations to improve the operations or technology in the that track. The recommendations provided by the Centre of Excellence (CoE) will be reviewed by the Transformation Director and will form as an input to the Service Improvement Plan on an on-going basis.

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- **Transformation Board Function:** This will be a designated function for the customer who will look over the transformation and implementation phase.
- **Value Portal:** HCLTech proposes to set up a Value Portal for the customer which will be an integral part of the solution in which the on-board employees will be encouraged and rewarded for their ideas and initiatives. This is a unique value creation process by which every HCLTech employee engaged in delivering services to the customer would have the ability to propose improvement ideas (cost, quality, process or delivery) daily in their respective areas of expertise. All qualified ideas will then be presented with cost benefits associated with them. These ideas will then be further refined, developed and offered to the customer for implementation.
- In day-to-day operations HCLTech focuses not only on chasing Service Levels but to push the services beyond SLA and create value by either enabling our customers to increase top line or reducing bottom line through automation or process realignment. As an integral part of its services HCLTech offers inception of an Innovation Council, Value Portal, HCLTech - customer Academy, Centre of Excellence Teams for its customers.

Information Assurance and Governance

- HCLTech is certified under ISO 27001:2013 and assessed for SSAE 18, SOC1, Type II at entity level
- HCLTech will use its transition framework: ASSeT, a structured and integrated transition method. The framework has won the 'FSO 2008 TECHNOLOGY INNOVATION AWARD' for its one size fits all capabilities.

Features

- IT Service Management
- Customer Service Management
- Field Service Management
- HR Service Delivery
- IT Operations Management
- Workplace Service Delivery
- Strategic Portfolio Management
- Safe Workplace
- Integrated Risk Management
- IT Asset Management
- Security Operations
- Industry Offerings
- ESG
- DevOps
- App Engine
- IntegrationHub

Benefits

- Shared service team means cover provided during peak periods
- Cover provided for periods of holiday and sickness
- Team is multi-skilled
- Team has levels of escalation for problem and incident resolution

Technical Specifications

The Digital Workplace Business Unit has consultants that will listen to a client's business needs and will suggest a cloud appropriate strategy as applicable, along with an implementation and transformation process. We can then help with implementation and support.

The Digital Workplace Business Unit approach is vendor-agnostic and seeks to build winning end-user computing strategies in line with a clear understanding and definition of user needs.

The Digital Workplace Business Unit proprietary method for defining and delivering application or desktop virtualisation and cloud strategy has been proven and refined through engagement with dozens of blue-chip companies and public sector organisations.

The Digital Workplace Business Unit UK-based support centre is responsible for the management and maintenance of many of its customers' IT environments. The centre includes a dedicated team which provides 24x7 assistance to end-user organisations. By employing state-of-the-art sense and respond agent-based technology, the company can proactively monitor, test and interrogate systems in real-time for customers, fostering a culture of continuous end-user service improvement and reporting, through the following:

- Onboarding services
- Design authority
- Business analysis
- Design and development
- Project specification and selection
- Deployment
- Transition management
- User management
- Enterprise Architecture
- Project management
- Programme management and governance
- Service integration
- Systems integration
- Software support
- Helpdesk.

Implementation

On the commencement of our relationship with a customer, HCLTech would work within a Transition framework during the On Boarding and Knowledge Transfer stages, making sure the transition from the existing project/ support supplier to its in-house team is effective and executed in a planned and controlled manner, with a shadowing period and a set of acceptance criteria to be agreed and signed off prior to the service go live.

In a similar manner, in any service exit event, HCLTech aims to maintain the contracted levels of service and the commercial terms of service exit are agreed with our customer, including a planned strategy for exit arrangements and the new supplier's transition timescales to ensure a seamless transfer of services.

Support Arrangements

HCLTech has a dedicated onshore support team who can provide remote support.

HCLTech provides 24-hour issue logging using our onshore and offshore support centres. Our ticketing systems are generally fully integrated with our clients ensuring no new processes are necessary for end users to learn.

Business Continuity/ Disaster Recovery

We provide Business Continuity, Disaster Recovery, High Availability solutions for many of our public sector customers. Based on the requirement, we will be able to provide a bespoke solution.

HCLTech has the delivery location model with focus on key objectives listed below:

- **Right Shoring:** The right shore delivery model has been drafted to drive maximum benefit in terms of cost of operations, scalability and access to skills. The added advantage of tapping talent pools in varied locations is on the business continuity side, as leveraging different locations for support has an inherent people disaster recovery built into the delivery structure.
- **Business Continuity:** To ensure minimal impact on day-to-day operations in an emergency.

Data Backup/ Restore

HCLTech can offer a range of options for back-up and Disaster Recovery solutions. The solution can be designed to meet customer specific requirements on a case-by-case basis.

HCLTech will provide a dedicated Storage & Backup Management team depending on requirement. The L2/ L3 specialist team for storage and backup consists of Subject Matter Experts (SMEs) for different storage and backup technologies. The Business Cockpit will provide the 24x7 monitoring and the first level of support to the Storage and Backup infrastructure.

Any issue that does not get resolved at the cockpit will be transferred to the respective specialist of the Storage and Backup Management team. For example, a storage performance issue gets triaged to the L3 Storage Analyst. The L2/ L3 storage and backup team will perform key activities, such as incident resolution, storage tiering, configure and manage data replication, backup and recovery, problem management and Root Cause Analysis (RCA).

HCLTech's solution aims at implementing a unified set of backup policies in line with the Service Level Agreement (SLA) requirements. The HCLTech proposed solution is aimed at standardising backup policy by providing homogeneous backup and retention policies across the organisation.

Account Management

- A dedicated Account Manager and Service Delivery Manager (SDM) will be appointed to discuss and manage issues, changes and enhancements to the service.
- The location and extent of their involvement will depend upon the level of the engagement.

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