

# Maximise your investment in ServiceNow

**Business Consulting and Advisory insights**





As an alliance partner of ServiceNow, we're here to support your whole lifecycle, from establishing an initial business case for adoption through to optimising your existing platform.

# Unlock the full potential

If you are reading this, you have joined the ever-growing list of organisations around the world that are currently considering ServiceNow as the potential key to unlock limitless possibilities for your organisation.

However, we suspect that like many of our clients, you currently see ServiceNow as a significant investment, and are asking yourself: “**how can we justify the commitment?**”

We recognise the power of ServiceNow as a strategic tool to achieve substantial benefits across IT portfolios, and even more so as it extends further into other business areas such as HR, finance, or facilities.

So we therefore feel it’s not a question of whether you should invest, but how you should invest in ServiceNow.

One of the key problems organisations face is knowing how to best adopt, exploit, and continually improve efficiencies within the platform, to maximise their investment.

Our experts understand these challenges, and more importantly, how to overcome them.

That’s why we’ve developed a range of ServiceNow offerings to empower your journey.



The common challenges clients approach us with include:

- **Minimising customisation** - Organisations often want to establish their ServiceNow platforms efficiently, leveraging “out of the box” capabilities rather than building customisations.
- **Keeping pace** - With the fast-evolving nature of ServiceNow, it can be difficult to continue to take advantage of the platform’s new functionalities.
- **Meeting business needs** - Clients often ask how ServiceNow can continue to support their evolving business needs and how to further exploit its capabilities.
- **Migrating and integrating existing systems** - To maximise return on investment, organisations need help to migrate their legacy applications into ServiceNow, and need to effectively integrate their supporting systems.
- **Continual upgrades** - ServiceNow’s reliance upon updates raises concerns, as organisations are forced to regularly upgrade their platforms to the latest version.

# Our ServiceNow practice is solution led, and capability driven

Whether you're just starting your journey or seeking support along the way, our ServiceNow offerings are designed to help you maximise your investment in this powerful tool.

**Solution led** – We are an [alliance partner of ServiceNow](#) with more than 20 years of implementation experience to understand its true value. We develop solutions that address organisational digital transformation challenges, strategising with our clients to expand the benefits out beyond IT, into other business functions.

**Capability driven** – Our solutions help clients recognise the vast opportunities of ServiceNow and realise its benefits. This capability is underpinned by our experienced consultants who have both the latest knowledge of ServiceNow, as well as the real life experience of working with ServiceNow: from initial concept through to operational handover, and continuous service improvement.

Our experts have developed a full suite of offerings and solutions designed to address the full lifecycle of ServiceNow ownership. They are driven by flexibility, collaboration and responsiveness, to ensure we address your organisation's specific needs.



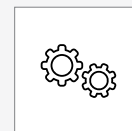
## Advisory services

- Health checks
- Business case
- Fast track workshops
  - Reporting and dashboards
  - Automation
  - Service portal and catalogue
  - Process deep dive
  - Integrations
  - Customisation review
  - UI experience
  - Operating model
  - Joiners, movers, leavers



## Design and implementation services

- ServiceNow modules
  - ITSM
  - ITOM
  - CSM
  - HR
- Migration to ServiceNow
- Best practice standardisation - from custom to out of the box
- Integrations
- Automated workflows
- Developer as a service



## Operational services

- Platform operations
- Enhancements
- Upgrades

# Our ServiceNow offerings

Beyond IT, these offerings can be configured to support all aspects of your organisation, including HR, contact centres, and facilities management.



## ServiceNow health check

Our experience tells us that many organisations encounter challenges with ServiceNow after having already adopted it.

The initial set-up and ongoing management of the platform is a substantial undertaking, so early decisions can profoundly impact the solution's effectiveness over time. As a result, the platform is often underutilised, with organisations lacking a clear roadmap to strategically leverage ServiceNow for both IT and business processes.

We designed our ServiceNow health check offering to proactively identify and address issues before they impact performance. Your chosen scope might cover support model, processes, service portal, catalogue, automation, or integration. Our review then provides analytical insights and clear guidance for improvements to be made, covering two critical factors:

- **Your current use of ServiceNow**, with recommendations to enhance efficiency and functionality.
- **Exploration of additional capabilities** and functions, developing a strategic roadmap to take full advantage of the platform.



## ServiceNow business case

Investing in ServiceNow is a significant commitment that requires careful consideration of scope. Many struggle to align strategic intent with tangible functional requirements, which leads to inefficient use of the platform.

Our business case methodology will effectively shape your ServiceNow investment. We'll work with you to fully understand the outcomes you want to achieve, and then translate that vision into functional requirements.

This process ensures that efficiency gains and cost optimisation opportunities are identified and incorporated into the overall financial and benefits analysis of your ServiceNow solution, maximising the value of your investment.



### ServiceNow workshops

These one-day workshops are designed to help you accelerate adoption, alleviate concerns, and quickly resolve specific problems in your instance.

Our experts spend anywhere between half to a full day with you, working to understand your requirements, and empowering you with a clear set of recommendations to implement.

#### Our workshops cover:

- Reporting and dashboards
- Automation
- Service portal and catalogue
- Process deep dive
- Integrations
- Customisations
- User interface experience
- Operating model
- Joiners, movers and leavers.



### Design and implementation

Our suite of design and implementation solutions are targeted at specific IT processes or wider business functions, driving organisational efficiencies using ServiceNow.

ServiceNow has extended its platform beyond just IT, to cover areas throughout your organisation such as HR and risk management. So our offering covers your range of needs, including customer service management (CSM), IT service management (ITSM), IT operations management (ITOM), cloud, SIAM, contact centre, and HR.

Having designed your tailored solution, we can then support all elements of implementation to ensure your ServiceNow adoption is a success:

- Migration from your legacy service using proven methodologies
- Best practice standardisation
- Integration with your other enterprise and specific business applications
- Automated workflows.



### ServiceNow developer

Organisations frequently face a growing backlog of demands for enhancements to their ServiceNow platform. This can be exacerbated by temporary surges in demand due to a project activity or staffing challenges.

Hiring to address these needs can be time-consuming, and often the demand is short-term or requires a very specific skillset that is difficult to source quickly.

CGI offers flexible ServiceNow developer services to help you manage and reduce your backlog. We can provide experienced ServiceNow developers or administrators in as little as half-day blocks, ensuring you get the support you need without long-term commitments.

By collaborating with you to define the scope and estimate the effort required, we'll empower you to purchase only the necessary resources to meet your immediate requirements.





### **ServiceNow re-platforming, enhancements and upgrades**

Our suite of re-platforming offerings will help you maintain effective performance and drive efficiencies in ServiceNow.

You'll have the opportunity to raise an "enhancement project" where required. These are necessary when your needs for a single change or project are greater than eight hours. In which case, we will help you size and schedule the scope of your required enhancement, and then provide the necessary resources to empower you to complete the project.

We can also support your general ServiceNow upgrade requirements. ServiceNow typically provides two upgrades to their core application per year, and there is a requirement for you to stay up to date to ensure the efficiency of your platform.

We can help you prepare for these upgrades, to understand if any additional efforts are required (for example, specific configurations will likely require additional effort to update) and identify where new features and functionality will benefit your organisation.



### **ServiceNow platform operations**

We can support you with ServiceNow performance monitoring, log reviews, environment management, MID server maintenance, patch management, upgrade management and technical guidance. This includes:

- Regular reviews of the performance of your ServiceNow instance to identify times of peak usage, under performance and possible fixes.
- Implementing fixes and other maintenance activities that are calculated to take less than eight hours per week.
- Adherence to your change governance process for all maintenance and changes.
- Log maintenance to proactively identify issues with your ServiceNow instance.
- Adherence to the ServiceNow instance patching and upgrading cycle, and identifying periods when the patching and upgrades can take place.
- Providing technical knowledge and guidance on the ServiceNow platform and any required enhancements.

We can also support your change and release process, consisting of change advisory board (CAB) attendance, administering the change management process, software development lifecycle (SDLC) and release management.

To explore how our ServiceNow offerings can support your specific needs, please fill in [this short form](#) and our experts will be in touch.



## About CGI

### Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-focused to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

[cgi.com/uk/alliances/servicenow](https://cgi.com/uk/alliances/servicenow)

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