

UP3

ARE YOU MANAGING?

servicenow®

BRONZE SERVICES PARTNER



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Since the outset Virgin Trains has adopted a ServiceNow first strategy for the automation of IT and, wherever possible, business processes. So much so that ServiceNow has become a business-critical platform for VT. Our partner UP3 has taken on the responsibility of managing ServiceNow so we can focus on talking to the business and improving the services we deliver for them.

Dean Underwood
Head of Technology Services
Virgin Trains

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The team at UP3 provided us with a wealth of experience and competency for ServiceNow deployment and support. Their responsiveness and ability to deliver has resulted in them becoming a trusted partner to Nuffield.

Dan Morgan
IT Operations Director
Nuffield Health

ServiceNow Managed Services

The majority of customers use specialist companies like UP3 to assist with the initial implementation of ServiceNow, managing the platform themselves once it is operational.

For some, this approach works very well, for others, managing ServiceNow with internal resources can be more challenging.

Typically, internal teams do not possess the same depth and breadth of skills needed to take full advantage of ServiceNow as their experience is limited to only one instance. Hiring experienced resource can also be challenging in the current market. ServiceNow skills are in high demand and the cost associated with recruiting, training and retaining good ServiceNow staff can be significant.

In our experience organisations are either hugely successful with driving the adoption of ServiceNow or are challenged to leverage the platform to its full capability. Typically, these scenarios manifest themselves in the following ways:

Challenged with adopting ServiceNow	Successful in adopting ServiceNow
Lack of understanding and senior management buy in creates:	Understanding of the opportunity, able to leverage ServiceNow creates:
<ul style="list-style-type: none"> Low perception of ServiceNow Under-investment in the platform No vision to leverage the power of ServiceNow Missed opportunities 	<ul style="list-style-type: none"> A game changer Investment in the platform Strategic vision and adoption Valuable business partnerships Competitive advantage

Manage your business while we manage your ServiceNow

1. Manage your business while we manage ours – ServiceNow!
2. Focus on the services your customers really need rather than operational issues.
3. Re-deploy your resources to more value added tasks.
4. Become a recognised business partner not an operational overhead.
5. Exceed your customers' expectations and deliver competitive advantage.

Customers looking to achieve a consistently high level of service, gain better insight and predictability of costs, and redeploy their own valuable resources to better manage the business demand for new and improved services, use our flexible ServiceNow Managed Services to remove the operational responsibility of running ServiceNow and to drive successful platform adoption.

UP3's ServiceNow Managed Service offering is an all-encompassing service that offers full support of the platform, design and configuration of new applications and everything in between:

- Resolving Incidents and Requests relating to ServiceNow
- Full System Administration
- Patching and testing
- Upgrades and new applications
- Escalation to ServiceNow (L4)
- Interface support
- Architecture support
- Demand Management
- Reporting & MI
- Proactively tracking new functionality

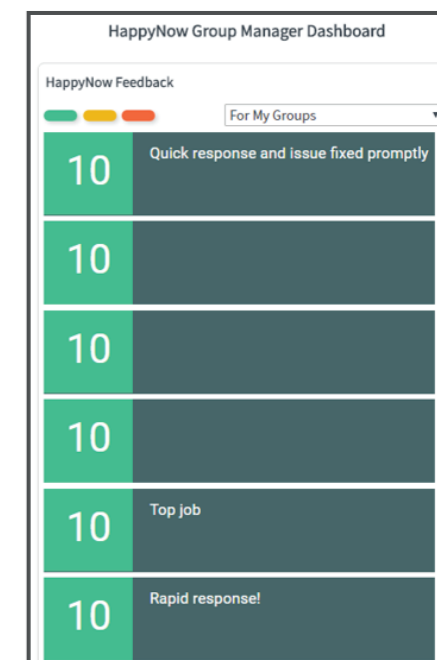


Fig 1. HappySignals

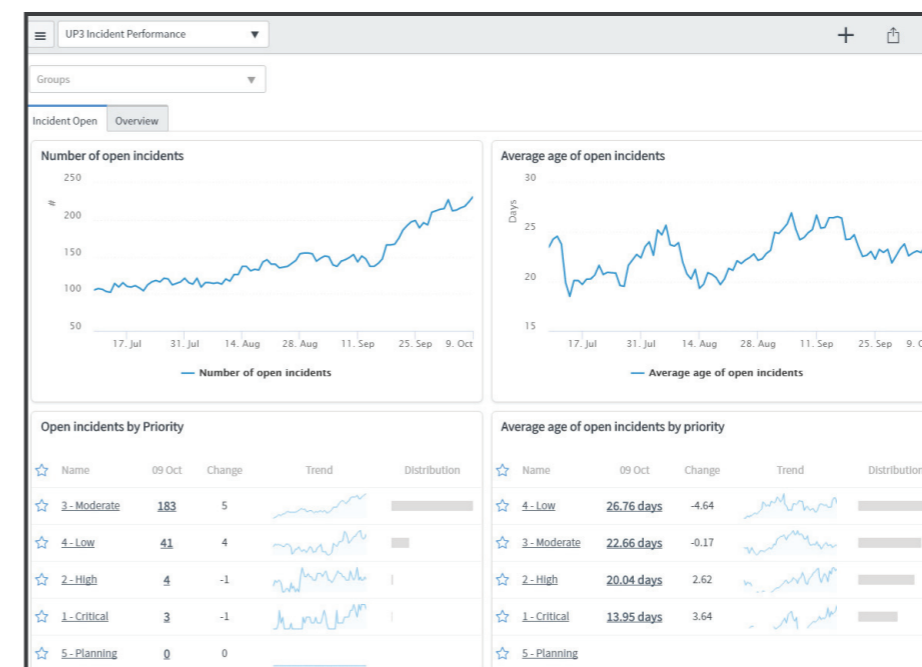


Fig 2. ServiceNow Performance Analytics Dashboard

UP3 offers 3 levels of Service that can cater for any customer regardless of their size, complexity or platform maturity.

We provide dedicated 2nd and 3rd line support and management with defined processes for Incident, Request and Demand Management, as well as specialist design and development expertise across the entire platform.

A Service Manager will work with you to tailor the service to your business needs and monitor and review it at regular intervals.

Scan our QR code and get access to some useful resources around ServiceNow Managed Services.

UP3 Understanding People. Processes. Platforms.

		BRONZE SERVICENOW SUPPORT SERVICE	SILVER SERVICENOW MANAGED SUPPORT SERVICE	GOLD SERVICENOW MANAGED SUPPORT & DEVELOPMENT SERVICE
CORE SUPPORT	Fulfilment of standard requests Resolution of incidents Escalation of ServiceNow	✓ ✓ ✓	✓ ✓ ✓	✓ ✓ ✓
RESOLUTION SERVICE LEVEL AGREEMENTS		P1 - 4 hours P2 - 8 hours P3 - 3 days P4 - 5 days Standard requests - agreed per request type		
HAPPYSIGNALS CUSTOMER SATISFACTION SCORE		8 or higher		
PLATFORM MANAGEMENT	Monitoring platform performance ServiceNow patch upgrade management Scheduling of version upgrades Functional testing of applications and integrations End-to-end testing of applications and integrations Coordination of customer testing	✓ - up to 1 per year - - -	✓ ✓ up to 1 per year ✓ - -	✓ ✓ up to 2 per year ✓ ✓ ✓
DEMAND MANAGEMENT	Establish Demand Management process in ServiceNow Demand review Maintenance of backlog in ServiceNow Management of the Idea & Demand lifecycle Demand Management licenses	✓ 2 per year - - -	✓ 1 per quarter ✓ ✓ 1	✓ 1 per quarter ✓ ✓ 2
DEVELOPMENT	Minor enhancements to applications Extending functionality of applications Delivery of custom applications	- - -	✓ - -	✓ ✓ ✓
SERVICE REPORTING	Service status dashboard Weekly service operational status reports Service reviews	✓ - 1 per year	✓ ✓ 1 per quarter	✓ ✓ 1 per quarter
SERVICE IS TYPICALLY BEST SUITED FOR		<ul style="list-style-type: none"> Recently deployed ITSM suite No in-house skilled System Admin Demand is mainly for support not enhancements 	<ul style="list-style-type: none"> ITSM suite and other standard apps ServiceNow strategy extends beyond ITSM Value of dedicated ServiceNow expertise is recognised 	<ul style="list-style-type: none"> 'ServiceNow First' strategy Strong desire to deliver process innovation on ServiceNow SIAM or similar strategy for outsourcing non-core work Support at board level for ServiceNow as strategic platform
INDICATIVE COST PER YEAR		c.£45,000	c.£75,000	c.£100,000 (subject to development activities)