

# SERVICENOW MANAGED SERVICES



## The Challenge

The majority of ServiceNow customers use specialist partners 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.

Through our years of experience, we have found that internal teams often do not possess the depth and breadth of knowledge needed to take full advantage of the ServiceNow platform and its vast capabilities. Finding experienced people at a competitive price is challenging. It is also difficult to develop the skills of your internal ServiceNow team if they focus all their time and energy on platform support and administration. This is not only frustrating for them; it also comes at a cost to your business which will undoubtedly have high expectations of the benefits ServiceNow will deliver.

As Mark Bustin, Head of IT at HS2 puts it, "Platforms like ServiceNow enable you to provide tools and automation that make the lives of your colleagues and customers easier. This requires business engagement and change and we've achieved this by focusing on the needs of our business rather than becoming experts in ServiceNow".

## The Solution

Let a specialist like UP3 take care of ServiceNow - our clients use our Managed Support and Development Service to support and optimise ServiceNow so they can spend time driving improvement and innovation where their business needs it most. We take on the day-to-day operation of ServiceNow and support all your ServiceNow incidents and requests across the entire platform.

UP3 fully manages the patch and upgrade process including reviewing the latest releases with you, testing your applications and scheduling the upgrade of each instance.

We also provide a scalable development service which can cover application enhancements, rapid proof of value prototyping, or full application implementation.

*All at a fixed, predictable cost with consistent service levels.*



*UP3 has continued to effectively engage with us to understand our business needs and help steer our requirements and priorities in the most efficient way. The service provided by the whole team from support to the management of our account is exceptional. There is a real personal dedication to delivering a world class managed service which has resulted in them becoming a trusted partner to Nuffield.*

**Jo Gregory | IT Service Delivery Manager | Nuffield Health**

## Our Managed Services

Our clients work side by side with our Service Delivery Manager and dedicated team of highly-skilled, customer-focused experts who greatly reduce the risk of managing the platform, advising on the latest ServiceNow functionality. We really care about your success and we will work hard to:

- Understand your business
- Deliver business process improvements
- Provide pragmatic best practice advice
- Increase platform adoption
- Increase development cadence
- Conduct regular service reviews
- Provide insights through data-driven reporting
- Knowledge share with your process and platform owners

## Service Highlights

Service	Features	Measures
Managed support service	Fully-certified Managed Service team Dedicated Service Delivery Manager	Core hours: 09:00-17:30 Extended as required up to 24 x 7
Core support	Resolution of incidents Full management of escalations to ServiceNow Fulfilment of standard requests Managed entirely within customer's instance	Resolution SLAs P1 - 4 hours P2 - 8 hours P3 - 3 days P4 - 5 days
Platform management	Patch and upgrade reviews to determine impact to customer instance Testing and scheduling across all instances	Quarterly patching Up to 2 upgrades per year
Demand management	Establish Demand Management process to manage backlog Minimum quarterly demand reviews	Managed in your ServiceNow instance (subject to licensing)
Service reporting & measures	Service status dashboards and weekly reporting Onsite status updates and service reviews	CSAT or NPS, SLAs Monthly and quarterly
Development	Minor enhancements to in-scope applications and processes Application extensions and additional functionality	Agreed during onboarding
Managed support & development service	As above + application development scaled to customer demand Engagement Manager for roadmap and demand delivery Weekly idea and demand review	Capacity agreed individually with each customer



Informa Plc is made up of a number of leading brands and expert teams who deliver events and exhibitions, create intelligence-based products, produce data-driven services and provide access to cutting-edge research for customers working in specialist markets, worldwide. ServiceNow was managed internally and by a technology solutions partner prior to onboarding to a UP3 Managed Service. Within only months of beginning a partnership UP3 adapted to our ServiceNow instance quickly and achieved valuable results.

**“ ”** *Having committed to a Managed Support and Development Service from UP3 last October, we have been very impressed with the speed and efficiency with which UP3 have taken over responsibility for Informa's ServiceNow platform. We are finding the team at UP3 to be flexible, knowledgeable and very experienced in ServiceNow and we have benefitted very recently from a seamless upgrade to New York that was completely incident free. Day-to-day working relationships between Informa Service Management and UP3 Support and Account Management personnel are highly collaborative and working closely together, we are making excellent progress in delivering against our development roadmap for 2020.*

**Andrew Chedzoy | Head of Service Management | Informa**

## Informa results

<b>UP3 management</b>	UP3 onboarded and put in place our standard management practices to get the daily operations under control and enable Informa to focus on customer engagement
<b>Best practice</b>	Ongoing best practice system and process guidance from Day 1
<b>Technical debt</b>	This had built up over years of using the platform and is being addressed and eliminated
<b>Multiple improvements and additions</b>	Incident and request management with a defined escalation process
	Demand management to ensure enhancements were reviewed and approved before being implemented
	Problem Management improvement
	Service Portal to include status updates
	MI and enhanced communications
	Finance data project with integration and data model
<b>Meeting demand</b>	Service delivery are confident in meeting business demand and are actively promoting the platform to the business
<b>Roadmap</b>	Roadmap agreed and in progress as part of Managed Development Service

## HS2

HS2 is a state of the art, high speed railway line connecting London to Birmingham, Manchester and Leeds. HS2 previously used a large service provider and internal resource to manage the ServiceNow platform with mixed results. UP3 and HS2 have developed a strong partnership based on achieving some fantastic results together through a Managed Support & Development service.



*UP3 has proven themselves to be a valuable ServiceNow support and development partner. HS2 and UP3 have both committed effort to adapt to the engagement and the results have exceeded our expectations. We are leveraging the ServiceNow platform more effectively than ever before and have now selected other specialist partners like UP3 to help us achieve our related technology goals.*

**Mark Bustin | Head of IT | HS2 Ltd**

<b>UP3 management</b>	ServiceNow platform is now fully managed and optimised with UP3 standard management activities
<b>Best practice</b>	Process, development and upgrade supportability improvements
<b>Technical debt</b>	Technical debt has been completely eliminated
<b>Multiple improvements and additions</b>	Portal refresh - re-branding and improved user experience
	Service Level Management implemented
	Streamlined service catalogue with regular catalogue items being added
	ITOM, SAM and Event Management
	Vendor onboarding – for two new SIAM service providers using UP3 service onboarding approach
<b>True partners</b>	HS2 has realised the benefit of a strong partner and trusts UP3 to deliver with autonomy
<b>Roadmap</b>	Roadmap agreed and in progress as part of Managed Development Service