

# ServiceNow has the power to transform your business

But only if you **make the most of it**

ServiceNow is a powerful platform that should underpin your IT & business strategy. Leveraging the value of your investment in ServiceNow takes expertise and practical experience. As a ServiceNow Elite Partner, with 12+ years focusing on the platform, **we can help you.**

## We live and breathe ServiceNow

You need a partner with a ServiceNow capability you can trust, who understands your digital transformation vision and goals and can support you to achieve these.

ServiceNow is our core business. Our best in class Managed Services are delivered by a highly experienced team with Business Process, Technical and Engagement expertise. We've helped major brands leverage ServiceNow and build centres of excellence that deliver for their business.



# But you could do all this in house, right?

Yes, you could. But we've seen the challenges that companies sometimes face with fully in-house teams. Here's why in-house isn't always the answer:



## It's not cheaper

Building an internal ServiceNow team is expensive. You need multiple people with a range of skills to truly realise your investment.



## Finding people is hard, retaining them is harder

When all that platform and business knowledge walks out of the door, who looks after ServiceNow while you're looking for replacements?



## Caretakers aren't strategic

You're limited by what your in-house team knows. Platform Owners don't always have the experience or the capacity to take ServiceNow outside of IT and into the rest of the business.



## They're dealing with your backlog

If your team are dealing with a backlog and managing technical debt, they can't focus on innovation and getting the most out of the platform.



## Upgrades are stressful

Twice yearly upgrades can send a chill through over-stretched in-house teams. So, are you missing out on the power of new functionality?



## Scaling is hard

Scaling often requires additional resource which is hard to find and costly. And what if the unexpected happens? What's the risk of not getting expert hands on deck, fast?

"If you really want to get the best out of ServiceNow your absolute goal is to ensure that you've got the UP3 Managed Service on board with you from the beginning"

### Christine Heynes

Head of Customer Relations, Southeastern

# One partnership, many brains



## What makes our Managed Service different?

We start by understanding where you want to get to as a business, then our team works with your internal platform and process owners to provide recommendations as to how you can get the best out of ServiceNow.



### **Strategic roadmap**

We work with you to understand your strategic objectives, business strategy and desired outcomes, and define how they can be delivered on ServiceNow.



### **Demand management**

We manage ideation and business demand and have the expertise to know whether ServiceNow can support a need. We challenge requests and recommend the best way to achieve a certain outcome.



### **Platform and application support**

We support the platform from not only a BAU standpoint (incidents and requests) but ensure that best practice is adhered to, the platform remains scalable, and you continue to drive value from ServiceNow.



### **Continuous development**

No resource queues. We establish a strategic roadmap to deliver new functionality with weekly, monthly, or quarterly release cycles. There are no unnecessary breaks or pauses.



### **Release management**

We manage the release cycles into your business. This includes testing and ensuring the business is ready to receive the new functionality.



### **Automation identification**

We identify opportunities for automation, taking ideas from our previous engagements and deploying proven solutions for fast results.



### **99% SLA hits**

No taking a ticket and waiting in line. Our structured, pro-active service is underpinned by best-in-class SLAs that we over achieve.



### **Security**

We work exclusively in your environment, so the data never leaves your enterprise.

# Full Capability



Unlike in-house teams and call off contracts, we offer a complete service. We manage the support and development of ServiceNow so you can take advantage of its vast capabilities.

Feature	In-house	Call off contract	UP3 ServiceNow Managed Service
<b>Core support</b>			
Request fulfilment	✓	✓	✓
Minor enhancements	✓	✓	✓
Catalogue item creation	✓	✗	✓
Incident resolution	✓	✗	✓
Standard process automation	✓	✗	✓
Platform upgrades	✓	✗	✓
Service reporting	✗	✓	✓
Release management	✗	✗	✓
Capacity based pricing	✗	✗	✓
License management	✗	✗	✓
<b>Managed development</b>			
Backlog refinement	✓	✗	✓
System integrations	✗	✗	✓
Demand management	✗	✗	✓
Story development	✗	✗	✓
Agile board	✗	✗	✓
Regular scheduled sprints	✗	✗	✓
Testing support	✗	✗	✓
<b>Strategic support</b>			
Platform governance	✓	✗	✓
Named Engagement Manager	✗	✗	✓
Named Technical Architect	✗	✗	✓
Best practice guidance	✗	✗	✓
Proof of concepts	✗	✗	✓
Business process advice & guidance	✗	✗	✓
Roadmap development & management	✗	✗	✓
Quarterly service & business reviews	✗	✗	✓
UP3 Managed Service User Group	✗	✗	✓

## Get more from ServiceNow today

We focus on ServiceNow. You focus on your business.



To find out more about our Managed Service, scan the QR code or search for 'UP3 Managed Service'

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