

Bring our ServiceNow expertise into your business

Unlock the maximum value from ServiceNow and support your digital transformation goals with our ServiceNow Managed Service.



About UP3

Ruth Weatherall and Matthew Shears set up UP3 in 2016 to help companies digitally transform through the power of the ServiceNow platform.

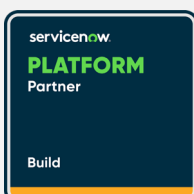
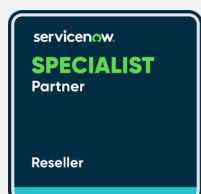
Our highly pragmatic approach and exceptional Managed Services have been honed over years of partnering successfully with other organisations just like yours.

Through our ServiceNow Managed Service, we take on the entire management, support and development of your ServiceNow platform enabling you to automate and improve processes across your business.

[Find out more about our growth here >](#)

Our ServiceNow Certifications

- ▶ IT Service Management
- ▶ CSM
- ▶ HR Service Delivery
- ▶ IT Asset Management
- ▶ IT Operations Management
- ▶ Now Platform App Engine
- ▶ Strategic Portfolio Management



Benefits and value for money



Speed to value

We deliver at a high cadence from day one.



Reduce costs

OPEX Vs fixed cost, reducing the risk to your business.



Governance

Governance from an expert team for your business-critical platform. Reduce risk and maintain platform integrity.



Roadmap

Advice on what you're licenced for and what you can benefit from. Leverage best-practice from other customers.



More time

We take care of the BAU platform administration, enabling you to focus on your core business.



Peace of mind

Reassurance that any incidents and requests will be resolved quickly and efficiently.

What are the alternatives?

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
Core support			
Request fulfilment	✓	✓	✓
Minor enhancements	✓	✓	✓
Catalogue item creation	✓	✗	✓
Incident resolution	✓	✗	✓
Standard process automation	✓	✗	✓
Platform upgrades	✓	✗	✓
Service reporting	✗	✓	✓
Release management	✗	✗	✓
Capacity based pricing	✗	✗	✓
License management	✗	✗	✓
Managed development			
Backlog refinement	✓	✗	✓
System integrations	✗	✗	✓
Demand management	✗	✗	✓
Story development	✗	✗	✓
Agile board	✗	✗	✓
Regular scheduled sprints	✗	✗	✓
Testing support	✗	✗	✓
Strategic support			
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	✗	✗	✓

Crown Commercial Service
Supplier

As a Crown Commercial Services approved supplier, public sector organisations can easily procure UP3's ServiceNow experience and expertise to help them get the most out of their investment in ServiceNow.

Some of our Managed Service customers



Brand promises and guarantees

We believe that our ServiceNow Managed Service has the power to unlock the potential of ServiceNow within your business.

We're committed to the success of our customers, and our entire team stand by our brand promises and brand promise guarantees.



Brand Promise

We get more stuff done than anyone else.

Brand Promise

We deliver what our customers actually need, not just what they ask for.

Brand Promise Guarantee

2 x delivery capability of your in-house team or one month's service free of charge.

Brand Promise Guarantee

We will meet your desired outcomes agreed at the start of a project or we will fix it for free.

FAQs on our SLAs

What are the SLAs?

SLAs (Service Level Agreements) are our contractual obligation to meet or exceed agreed SLOs (Service Level Objectives), with consequences if we don't.

Our SLOs are our agreed service targets, and we measure these using specific SLIs (Service Level Indicators).

How are they calculated?

Our SLO is to meet or exceed our SLIs for acknowledgement and resolution times a minimum of 95% of the time.

Our SLIs we use to measure our SLO are Acknowledgement and Resolution time against Incidents and Problems assigned, as show in the SLA table.

What happens in the event of a breach?

If in any quarter other than the first quarter the service levels are not met on at least 95% of occasions, measured on a monthly basis for each month of the quarter:

If the failure to meet the Service Levels occurs in one month in the quarter, UP3 shall implement continuous improvement programme (CSIP) activities, with a view to ensuring that the failure is not repeated.

If the failure to meet the service levels occurs in two months in the quarter, a service credit equal to 2.5% of the Managed Service Support fees for that quarter shall be payable by UP3.

If the failure to meet the Service levels occurs in three months in the quarter, a service credit equal to 5% of the Managed Service Support fees for that quarter shall be payable by UP3.

The basis for calculating service credits shall be reset at the start of each quarter.

More about us



[Privacy policy](#)

[Modern Slavery and Human Trafficking Statement](#)

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