DXC Fruition

DXC ServiceNow Run
Made-to-measure ServiceNow support

Our experience

- 300+ client instances under management

- 280K+ hours of services delivered

- 350+ certified ServiceNow administrators

- 9 years exclusive ServiceNow partnership

The more you build in ServiceNow, the more value you can expect in return. But the time you invest in innovating the platform needs to be invested in supporting it as well. A majority of ServiceNow customers are overrun by application support needs because the value of platform support is recognized only in hindsight. Avoid this pitfall with simple and reliable support solutions from DXC Fruition, DXC Technology's global ServiceNow practice.

Common support challenges

- Pressure from the business to generate ROI

- Ever-growing backlog of enhancements and project ideas

- Limited skills in architecture and operational best practices
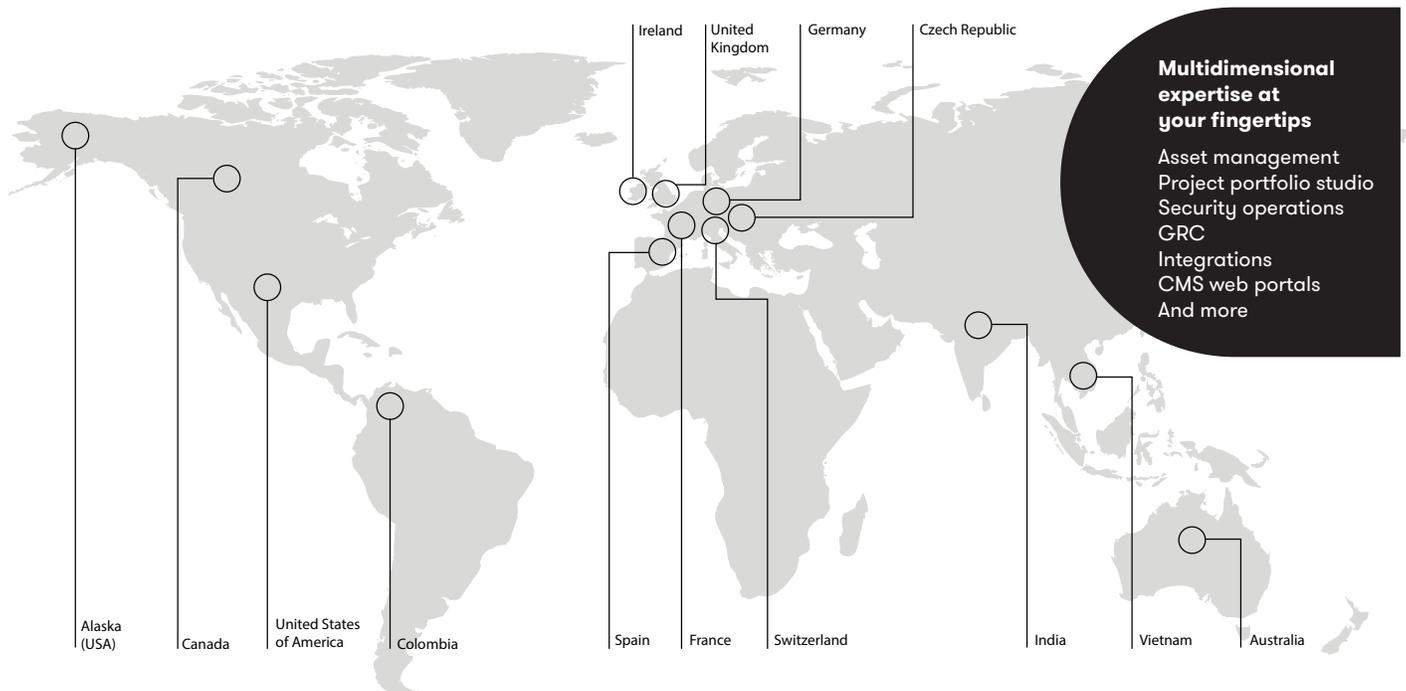
- Keeping pace with new releases and features

Choose a support solution that works

	Management as a Service (MaaS) Complete turnkey ServiceNow support & maintenance			Virtual Admin (VA) On-demand platform expertise
Support provided	Support & maintenance Enhancement development Upgrades	Architecture Operational oversight 24x7 SLAs		Enhancement development Technical guidance Critical-level support
Service model	Fee for service — one monthly fixed fee			Monthly subscription of hours, with no long-term commitments
Best for clients that ...	Don't have capacity or desire to support the platform Want a more proactive and strategic support model Want to innovate and transform their platform			Want to support the platform themselves Need additional capacity to support their team Need platform guidance from ServiceNow experts
What our clients are saying	"Turning over the keys to my ServiceNow environments to DXC Fruition has made me a rock star at my company. It has allowed me to stay current on upgrades and get me out of my backlog situation, which is allowing my team to focus on more strategic ServiceNow initiatives." — Director of Service Management Office Fortune100 MaaS client			"Your Virtual Admin team has managed to become a part of my internal team. We all work so well together and get so much accomplished. We love our VA!" — Director of IT Fortune 500 VA client

Real outcomes you can expect

▼ **Increased** ServiceNow support from business hours only to **24/7**

▼ **Doubled** development output via biweekly releases

▼ **Reduced** critical incident response and resolution time to **hours** instead of **days**

▼ **Increased** client's ability to stay current with the latest ServiceNow releases by **83%**

▼ **Increased** velocity of sprints from biweekly to weekly

▼ **Delivered** a 5% per year **cost efficiency savings** over the course of engagement

A growing global presence of ServiceNow support

Ireland
United Kingdom
Germany
Czech Republic

Multidimensional expertise at your fingertips

Asset management
Project portfolio studio
Security operations
GRC
Integrations
CMS web portals
And more

Alaska (USA)
Canada
United States of America
Colombia
Spain
France
Switzerland
India
Vietnam
Australia

Learn more at www.dxc.technology/ servicenow

About DXC Technology

DXC Technology (DXC: NYSE) is the world's leading independent, end-to-end IT services company, serving nearly 6,000 private and public-sector clients from a diverse array of industries across 70 countries. The company's technology independence, global talent and extensive partner network deliver transformative digital offerings and solutions that help clients harness the power of innovation to thrive on change. DXC Technology is recognized among the best corporate citizens globally. For more information, visit **dxc.technology**.