



QuickStarts: DXC ServiceNow RUN

Key insights

DXC ServiceNow RUN is equipped to help you address the following IT service management trends:

Getting access to skilled ServiceNow professionals.

Because qualified ServiceNow talent is scarce, many enterprises battle with significant turnover. Plus, hiring a team of certified ServiceNow professionals can be expensive.

Shift to self-service

environments. Enterprise service management environments are increasingly shifting to self-service portals. There is a stronger focus on providing employees with the tools they need to be productive.

Expansion to cloud. Aiming to achieve lower costs and greater flexibility, IT service management is moving to the cloud as a part of the larger overall shift to an IT management-as-a-service model.

Increased innovation.

Enterprises need help in leveraging the single data model and embedded workflows ServiceNow provides to deliver increased collaboration and innovation.

Make the most of your ServiceNow investment with DXC's resources

DXC Technology offers a flexible series of solutions to support an enterprise's post-implementation ServiceNow environment. As a leading ServiceNow Global Strategic Partner, DXC delivers extensive ServiceNow experience. Through DXC Fruition, DXC's global ServiceNow practice, we have the most ServiceNow deployments, most certifications and most customer instances under management of any provider in the world. With DXC ServiceNow RUN, you can enhance the capabilities of your support team and significantly reduce the cost and risks related to hiring and retaining skilled resources.

IT is challenged to deliver greater value and become a strategic partner to the business. Part of this is increasing the speed and efficiency of service delivery, which typically needs to be undertaken while reducing costs. Enterprises are also challenged with simplifying and streamlining service management through process reengineering and automation while reducing the costs and risks associated with legacy systems and processes.

More specifically, enterprises are looking to shift to cloud-based service management environments that deliver greater agility and provide employees with the self-service tools needed to solve common problems. The ServiceNow

platform does just that; however, its popularity means that it is becoming more difficult to find and retain professionals with the necessary ServiceNow skills and experience. In addition, companies need the ability to tap into supplemental resources to handle spikes in support volume.

Manage your ServiceNow environment more effectively

DXC's ServiceNow practice delivers tremendous business value, including reduced transition times, next-generation IT service management, and tight integration with other DXC offerings.

Why DXC?

Unparalleled experience.

DXC Fruition, DXC's global ServiceNow practice, has delivered more ServiceNow implementations than any other ServiceNow partner. We have the experience of more than 3,300 successful joint DXC/ServiceNow customer implementations worldwide. You get access to a full range of ServiceNow professionals such as systems administrators and architects.

ServiceNow partnership.

Working together, DXC and ServiceNow deliver world-class, proven solutions that modernize workflows and processes across every aspect of an enterprise and accelerate technology-driven business transformation for a variety of industries. DXC has the distinction of being a ServiceNow Global Strategic Partner, Gold Sales and Gold Services Partner.

Partner recognition. DXC has been honored with a number of ServiceNow Global Awards, including Services Partner: Highest Number of Deployments, and Sales Partner: Highest Number of New Logos.

Fully bundled solution. Our QuickStarts solutions bundle the technology and processes needed to have an immediate impact on enterprises. DXC ServiceNow RUN allows high-quality support to come online quickly and easily, backed by our proven methodologies and processes.

By implementing ServiceNow, you can leverage automation to improve your service quality quickly and cost effectively. Key highlights of a DXC ServiceNow RUN deployment include the following:

- Access to skilled and experienced certified ServiceNow professionals, including a technical lead, service delivery managers and systems administrators
- Managing the run state of your ServiceNow environment with a flexible and expert ServiceNow Center of Excellence
- Ticket-driven ongoing support using a DXC portal for your users to input requests
- Delivery of proven IT as-a-service capabilities and a single source of truth

Key benefits

The strategic partnership between DXC and ServiceNow means our joint clients can better realize the benefits of managed outsourcing engagements. The foundation of our QuickStarts solution is ServiceNow Virtual Administration (VA), a set of well-defined tools and processes for supplementing your ServiceNow support team. The key business benefits include:

Access to ServiceNow expertise. DXC has you covered by giving you access to more than 600 certified ServiceNow professionals across the globe. Our solution is structured to provide support pods composed of experienced professionals with multiple skill sets. ServiceNow talent can be tapped quickly to meet fluctuations in support.

Greater agility. DXC helps you leverage ServiceNow to increase agility and lower costs by consolidating legacy tools into a modern, easy-to-use service management solution in the cloud. Our experience with cloud-based service management means we can deliver full life-cycle IT management services, bringing increased flexibility and cost savings.

Predictable results. DXC ServiceNow RUN gives you access to skilled resources and proven support processes that will deliver predictable results in both quality and price. The implementation of lights-out, zero-touch automation can replace manual and redundant tasks.

Enhanced standardization. We help you standardize and globalize service processes across IT and the enterprise. Enterprises can simplify multivendor complexity with service integration and management, providing a single platform for governance. You can also consolidate legacy and redundant IT service systems into a single system of record for IT.

Employee self-service. With our solution, you can provide employees with self-service access tools that are easy to use and help increase productivity. Your users will benefit from a more intuitive, approachable and consumer-like service experience.

Try before you invest

The DXC ServiceNow RUN QuickStarts solution provides the necessary elements for you to tap into DXC's vast resources to see how we can help you gain value from and improve your service management delivery. With QuickStarts, you can try our solution for a limited time without having to make a full commitment.

Accelerate your digital journey with DXC QuickStarts, a selection from our wider offerings

QuickStarts facilitate transformation at the speed of change, enabling you to start now while simultaneously developing a roadmap for the future. Our QuickStarts solutions have been specifically selected from broader DXC offerings and packaged for rapid implementation. If you have questions about these solutions, please **Contact Sales**