Holistic solutions for ServiceNow platform challenges across the enterprise

DXC Advisory for ServiceNow

Optimize the value and utilization of your ServiceNow platform by addressing challenges in governing, managing and maintaining ServiceNow.

Benefits

- Ensure that the investment in ServiceNow delivers the desired benefits, maximizing and unlocking greater value

- Align decisions about direction and expansion of the platform with enterprise and IT goals

- Address organizational change risks when planning a major expansion or implementation

- Restore or improve ServiceNow performance

- Sustain the major changes to realize benefits of new applications and modules

Organizations that adopt ServiceNow as their enterprise service management platform invest significantly in implementation, licensing and ongoing support and maintenance. Many also invest heavily in continued expansion of the platform either to add configuration and functionality improvements or to adopt the increasing number of applications, modules and plugins that ServiceNow offers. This generates many challenges: how to run and maintain the platform with a high level of performance, manageability and responsiveness, how to steer the expansion of the platform to best serve the business needs including how to deal with the wish-list of additions and changes that surface from stakeholders, stretching the value that the platform can offer across the business and how to communicate that value.

Ensure continued value

DXC Technology has the expertise and solutions to address the ServiceNow platform holistically to ensure continued optimization of value and benefit realization. DXC has the capabilities to enable effective governance to ensure that platform use and expansion follows a strategic vision rather than allowing ad hoc decisions, to drive effective management to ensure that operational direction is aligned with business needs and to ensure organizational change

management best practices minimize potentially negative impacts of platform expansion or change.

Harness external expertise

Following any implementation, ServiceNow clients must maintain, manage, direct and govern, and expand the ServiceNow platform. Addressing these challenges internally requires expertise in best practices that may not be readily available internally or difficult to free up from day-to-day running of the platform.

- **Benefit realization** — All DXC Advisory products for ServiceNow contribute to assurance that the benefits desired from the ServiceNow platform are clear and communicated throughout the enterprise due to appropriate governance and assessment of organizational change management needs.

- **Platform adoption** — Ensuring a positive user experience means more than getting the correct requirements and configuration. Our offering pursues a conversation on how delivering services using the platform ensures a positive user experience and drives adoption.

- **Technical debt avoidance and correction** — The accumulation of errors or problems in scripting, configuration and development can

build up to degrade performance, make maintenance and support more and more time consuming and diminish user satisfaction with the platform. DXC can step in to identify the issues and determine the mitigations necessary.

Why DXC?

Enterprises rely increasingly on consulting/advisory expertise on their transformation journey. DXC Advisory for ServiceNow is uniquely positioned to be your partner in establishing the strategic vision and governance solutions to keep you moving forward.

- **Experience —** DXC has been the trusted advisor to Fortune 100 companies. We have helped clients to create their digital roadmaps for enterprise service management. We help clients optimize and bring efficiency to the day-to-day operations of their ServiceNow platform, increasing their ROI.

- **Track record —** DXC is the largest globally certified ServiceNow partner, with over 4,000 implementations and the most ServiceNow certified consultants.

- **Expertise —** We have professionals globally, who have previously been large enterprise clients and who now provide consulting services to our clients. We believe in a practical approach to enterprise service management consulting that focuses on business outcomes.

- **Holistic approach —** DXC is a one-stop shop for all ServiceNow needs - strategy, advisory services, licensing, implementation services, support, guidance and maintenance - something few of our competitors can match.

- **Technology —** As a leading services provider, DXC offers more ServiceNow digital transformation services than any other provider. Services can either be bundled together or pursued independently to target specific customer problems.

Tackle challenges holistically

DXC has the expertise and solutions to work on the differing levels of governance and management of the platform. We can help you develop a fully articulated and communicated vision and policies for the use and expansion of ServiceNow, and can work with you to implement the platform governance process. We can provide specialized expertise to assess user and stakeholder readiness, properly gauge and communicate change impact on the organization and identify mitigations for the expected challenges. We can assess your platform to identify development practices that might degrade performance and process issues that impact functionality.

Experience the benefits

With our help throughout the governance and management of the platform, you

will be able to better monitor and direct the value and benefit realization of ServiceNow, drive appropriate strategies for managing organizational change and ensure your technical environment and processes function smoothly.

Elevate your ServiceNow Platform

As part of a long-term strategic partnership, ServiceNow's transformative technology is a foundational element in DXC's portfolio of enterprise service management solutions. DXC's global scope and industry expertise, combined with ServiceNow's cloud-based platform creates value well beyond IT. Enhancing the user experience and accelerating actionable responses, we have harnessed the power of ServiceNow to modernize processes for organizations across a variety of industries, with scalable innovation for immediate success.

Take the first step

DXC has more than 400 certified ServiceNow experts who assist you in developing a service management strategy, roadmap and key performance indicators (KPIs) to guide the effort, and then develop and drive a program to operationalize. DXC can work with your leadership to support the optimal ongoing deployment of ServiceNow to produce your desired business outcomes, ensuring satisfactory platform adoption.

Learn more at dxc.technology/enterprise_and_cloud_apps

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 **www.dxc.technology**.

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