Transforming IT
DXC ITSM Implementation and Transformation for ServiceNow

Innovate your business and turn IT into a strategic partner.

Benefits

- Realize operational efficiencies through workflow and automation overhaul

- Achieve compliance and avoid regulatory issues through designed processes and key metrics

- Understand and communicate IT costs through improved data and reporting

Move beyond being "just a cost center"

Today's IT departments are being asked to do more and be more, without increasing costs or reducing quality. IT leaders are looking at ways to achieve these goals and are looking to experts to navigate this new landscape.

IT must become a strategic partner to the business — no longer just a cost center, but a partner in the company's vision, helping drive revenue through their services and finding ways to innovate the business. To accomplish this transformation, IT can't just adopt new tools — it must change how it organizes itself and how it provides its services. IT must do so both without adding risk and with quick, successful transformation iterations.

Realize the potential

A radical, transformative foundation is necessary to enable IT to innovate the business. ServiceNow provides the technology, and DXC Technology provides the expertise, vision and thought leadership needed to realize the potential of the ServiceNow platform.

As the leading global strategic partner of ServiceNow, DXC leverages the experience from over 2,000 deployments, more than 700 certified resources, and over 10 years of experience partnering on the platform to create tailored solutions to fit every business need. From leveraging industry-leading technology, our prebuilt accelerator, to tailoring standards to meet unique industry needs, DXC is able to achieve unprecedented speed and value for your ITSM ServiceNow implementation. DXC IT Service Management (ITSM) Implementation and Transformation for ServiceNow lays the foundation for a radical IT awakening and unleashes the potential of the ServiceNow platform.

Accelerate the IT revolution

IT organizations are being asked to do more and more every day besides just providing hardware and software to the business. IT needs to be an innovator with the business, providing the core capabilities the business needs to thrive. ServiceNow ITSM implementations can enable IT to accelerate this revolution. With resources located all over the world, DXC can deliver anywhere.

Leveraging its industry expertise, DXC helped one of the largest retail companies to consolidate 15 regional, conflicting IT processes into four global processes. DXC worked with a specialty vehicle manufacturer to eliminate over 36,000 approvals from their processes per year, significantly reducing their average SLAs. An aeronautics engineering company was able to go live 3 months faster using DXC's implementation accelerator compared to their original project timeline.

Why DXC?

Eighty percent of IT leaders in a recent survey see the role of Chief Information Officer (CIO) becoming more digital and innovation focused. To be able to innovate rapidly to meet quickly changing business needs, you must have a solid foundation of IT processes, on top of a platform that allows for continuous

change and improvement. DXC ITSM Implementations and Transformation for ServiceNow helps set the stage for strong governance, while substantially improving core ITSM processes.

- **Global capacity —** DXC is the only global service provider that offers full, end-to-end ServiceNow services: licensing, implementation and transformation services, go-live support and managed services.
- **Flexibility —** Onshore or offshore, remote or onsite, associate or principal, DXC offers a depth of resources to fit your exact needs.
- **Expertise —** DXC has experience and references in every industry. We leverage that experience and knowledge base to elevate our clients' success.
- **Solutions —** No one has more certified and industry-recognized prebuilt solutions that can be leveraged to accelerate time to value.
- **Outcomes —** DXC focuses on achieving business outcomes — not simply implementing a new tool — outcomes like reducing engagement time on major incidents, consolidating regional support teams, or advancing IT roadmap activities through an accelerated delivery.

Lay the foundation

To help lay the foundation for transformation, organizations are looking for partners who can help navigate a new world of IT, and partners who can provide the guidance to help them form their visons of the new landscape of software as a service (SaaS) platforms, while ensuring they set the stage for future capabilities. Organizations want to ensure they maintain compliance controls while becoming more efficient, reducing costs, and increase overall satisfaction of their clients. DXC provides our clients with macro and micro guidance — how to transform their foundational ITSM processes with technologies like ServiceNow, but also how to have strong governance and maintainability of the ServiceNow platform itself.

Experience the benefits

Gain operational efficiencies by leveraging DXC's deep platform and industry experience. We can remove inefficiencies from your ITSM processes, for example streamlining request processes, removing unnecessary approvals for change, and assigning incidents faster through data-based rules. We'll help you leverage the power of the ServiceNow platform to accelerate your maturity.

The ServiceNow platform offers a number of ways to meet compliance and regulatory needs, but every organization's individual needs will vary. DXC's process and technical expertise can help meet any regulatory or compliance need. We can dive into a well of previous clients in similar industries for industry practices. With proper attention from our resources, we can even make future audit processes as easy to run as they can be!

Move forward

DXC can work with your leadership to help define and fine-tune your ITSM roadmap. With that understanding, we can help you understand the different solutions available as part of our offering to help meet immediate, critical needs while maintaining a strong foundation and vision for the future roadmap activities.

Learn more at
dxc.technology/enterprise_and_cloud_apps