

DXC Managed Services for ServiceNow



DXC Managed Services for ServiceNow is a subscription-based, scalable solution, providing a range of operational, tactical and strategic services, tailored to meet a client's ServiceNow platform support requirements. The offering is presented in three tiers to reflect support service bundles — Run, Evolve and Innovate.

Business case

As one of ServiceNow's leading global elite partners, DXC Technology provides the deepest industry, process and technical expertise to achieve the most value for your ServiceNow implementation. DXC leverages experience gained from over 4,000 deployments, over 800 certified resources and more than 13 years of partnership with ServiceNow.

- **Breadth and depth:** DXC is a leading global service provider, offering full end-to-end ServiceNow services — licensing, implementation and transformation services, upgrades, go-live support and managed services. Our geographically dispersed delivery organization provides you with 24x7 support capability and local resources that are aligned with your user base. This capability is achieved through ongoing DXC investment in its resources through education and training to achieve and maintain ServiceNow certifications and internal training. Our global team of deeply experienced ServiceNow professionals works across every industry and optimize the value of your investment.
- **Quality assurance:** DXC has a robust approach to improving customer experience in the maintenance of the ServiceNow platform, through proactive monitoring of the platform and technical assessment of enhancement (and project) development. Our proven approach reduces the volume of defects introduced, technical debt introduction and nonalignment to ServiceNow best practices principles — as well as significantly reducing time to value for enhancements, patches and upgrades — resulting in a more stable ServiceNow platform and a delighted business.
- **Meeting business demand:** DXC offers advisory capability in its managed services solution to assist you with your strategic planning, including business engagement and providing

Key benefits

- **Expertise and capability** — ServiceNow-certified knowledge and experience across many industries and customer profiles
- **Operational excellence** — Proven, quality-assured platform maintenance and development practices
- **Strategic alignment** — Accelerated delivery with business-aligned strategic plans and roadmaps
- **Predictable costs** — Consistent, predictable monthly fee for services, including an annual ServiceNow upgrade

guidance on how to maximize your ServiceNow investment. This includes providing visibility into and the potential usability of future ServiceNow release capability. DXC can also assist you in managing your demand-management pipeline and backlog and can help you develop your ServiceNow roadmap, supporting business cases. Proof-of-concept development is another powerful capability to help you visualize the business value of your key strategic initiatives as you look to the future and prepare for further investment in your ServiceNow platform.

- **Results:** DXC focuses on achieving business results, not simply implementing a new tool. We focus on reducing engagement time on major incidents, reducing time to upgrade and advancing IT roadmap activities through accelerated delivery.

DXC Managed Services for ServiceNow Features

The DXC Managed Services for ServiceNow offering is presented in three tiers to reflect support service bundles, starting with the Run capability, which scales to Innovate:

- **Run:** Operationally focused, general support of a ServiceNow platform in a hybrid delivery model
- **Evolve:** Tactical-oriented capability bringing rigor, management and leadership for a growing ServiceNow practice
- **Innovate:** Strategically focused, offering comprehensive services to support a customer's ServiceNow platform undergoing rapid change — continuous integration, delivery, application management, agile development activities, and support for business-oriented strategic planning and execution

A rich set of Managed Services features are available as either base or as add-ons for each service tier.

DXC Managed Services for ServiceNow business value

Delivery of DXC Managed Services for ServiceNow has generated excellent results:

- A large U.S. pharmaceutical company implemented DXC Managed Services for ServiceNow, resulting in a 20% increase in efficiency and reducing upgrade time by 40%.
- A global banking customer implemented DXC Managed Services for ServiceNow after successful implementation of multiple ServiceNow applications. The demonstrated ability to support its diverse application set was a key contributor to DXC selection and the ongoing relationship.
- A Fortune 250 financial services company improved its ability to maintain ServiceNow currency by 90% and has reduced its demand backlog by 70% since engaging DXC Managed Services for ServiceNow.
- A global consumer products organization has evolved from consuming operational Managed Services to operating a high-functioning Innovative Center of Excellence. This has been achieved and continues to thrive through DXC working actively in partnership with the customer and ServiceNow to assist the customer to expand its ServiceNow capability across its business landscape, at scale and pace.

About DXC Technology

DXC Technology (NYSE: DXC) helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. With decades of driving innovation, the world's largest companies trust DXC to deploy our enterprise technology stack to deliver new levels of performance, competitiveness and customer experiences. Learn more about the DXC story and our focus on people, customers and operational execution at www.dxc.technology.



Why DXC?

DXC is an award-winning ServiceNow Elite partner with deep capability and experience in all aspects of ServiceNow, delivering managed services across the globe.

We work in partnership with you, your business and ServiceNow to accelerate adoption of ServiceNow and align capability with business strategy and demand.

DXC can reduce errors on your ServiceNow platform, reduce time to value for enhancement development and avoid introduction of technical debt, resulting in a robust, more agile mode of operation.

Get started

Learn more at www.dxc.technology/servicenow_solutions