



QuickStarts: DXC ServiceNow LIFT

Key insights

DXC ServiceNow LIFT helps enterprises address the following IT service management trends:

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

With an eye on lower costs and greater flexibility, IT service management is moving to the cloud. This is part of a larger overall shift in enterprises to an IT management-as-a-service model.

Increased automation

Enterprises are turning to automation as a way to save time and money, while improving efficiencies. In the service management space, a good example is increased automation of ITIL processes.

Move to omnichannel support

In a digital, mobile world, enterprises are increasingly integrating nontraditional support channels such as text messaging and social media with traditional support platforms.

Next-generation solution delivering real IT-as-a-service capabilities

DXC Technology provides the experience and technology to help ease the path for enterprises looking to deploy ServiceNow as their IT service management platform. Combining our service management cloud experience with advanced technology, DXC ServiceNow LIFT will help you achieve true IT-as-a-service capabilities while saving costs.

Today's business challenges

Enterprises moving IT service management to cloud-based platforms such as ServiceNow face a number of challenges. One is finding a solution provider with the right mix of technology that provides the automation and ITIL processes necessary for a successful implementation. Another challenge is finding a solution that addresses gaps in service delivery.

IT is challenged to replace traditional service management platforms that are burdened by cumbersome legacy systems and disparate, confusing information sources. Other challenges include implementing a fully bundled solution that provides the best technology available, such as monitoring tools and orchestration engines.

Rapidly create, deliver and manage enterprise services

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

With DXC ServiceNow LIFT, you can leverage automation to improve your service quality quickly and cost effectively. Key highlights of a DXC ServiceNow LIFT deployment include:

- Transforming IT by automating and managing services across the enterprise
- Enabling self-service options for your workforce
- Easier change management via the cloud-based ServiceNow platform

Why DXC?

LIFT technology. Take advantage of LIFT, a revolutionary solution developed by DXC for the rapid deployment of IT service management. LIFT includes pre-configured elements such as reports, dashboards and a prebuilt self-service portal.

Accelerated implementation timeline. DXC's easily configurable and extensible solution allows the implementation to proceed quickly without introducing technical complexity and additional support costs.

Fully bundled solution. DXC ServiceNow LIFT uses the best technology available, combining licensing, the technical solution, process consulting and run-state support. Our QuickStarts bundle includes code, configurations and process documentation to drive effective change management and onboarding.

ServiceNow experience. Benefit from the experience of hundreds of ServiceNow implementations by DXC Fruition, DXC's global ServiceNow practice, which has an elite ServiceNow Gold Sales Partner and Gold Services Partner designation.

- Addressing multivendor complexity related to service integration
- Accelerated implementation, targeting a 6-week timeline
- Access to preconfigured, best practice-based feature sets, compiled from over 700 client implementations
- Ongoing support of the platform, and incremental improvements after initial go-live

The benefits: Easy-to-configure, easy-to-expand service platform

DXC ServiceNow LIFT delivers numerous business benefits, including:

Greater value. A ServiceNow implementation provides rapid time-to-value without sacrificing return on investment. The fully bundled solution is easy to configure and comes with a cost-effective support model, providing significant business value.

Increased extensibility. ServiceNow is an excellent platform for managing any enterprise service, large or small. Solution and service management capabilities can be extended to other business units, and further gains can be achieved through integrations with compatible tools and orchestration engines.

Advanced technology. DXC's LIFT accelerators allow rapid implementation of IT service management best practices. Our QuickStarts bundle includes technical code and configurations to accelerate implementation.

Flexibility of 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.

Employee self-service. With DXC ServiceNow LIFT, you can provide employees with self-service access tools that are easy to use and help maintain productivity.

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. To learn more about the full-spectrum offering, or to explore how we can help build your roadmap to the future, visit dxc.technology/services.