



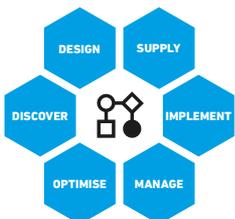
# ServiceNow

## Business Process Outsourcing

Technology is the foundation of the digital age and like any change it is not a single event but more a journey that involves detailed strategic planning to accomplish future ambitions.

Unfortunately, many companies remain wedded to old work practices that have been unimproved for years. Most jobs are done by emails, phone calls and text messages. Tracking is done with spreadsheets, stored on local hard drives, emailed around or occasionally stored in a shared folder. This business process is largely unstructured and difficult to change. As a result, employees are less productive and it takes longer to resolve issues, respond to requests and get work done. Consequently, costs are higher and revenue grows more slowly.

The key to business innovation is to transform the entire organisation through digital disruption, by automation, machine learning and mobile connectivity. Companies already ahead of the curve are delivering products and services to market faster and providing fundamentally new user experiences based on the consumerisation of the workplace.



## SCC's ServiceNow Practice

SCC's ServiceNow provides the platform for a single environment that can enhance all lines of operations involving IT Service Management (ITSM). It's the key to your business transformation.

ServiceNow is a global cloud platform that has a range of services dedicated to helping meet customers' needs by creating the right level of service – from implementation to managed systems administration, from consultancy to technical extensions and integrations. With ServiceNow, SCC focuses on the new and out-of-the-box solutions.

Whether you're looking at the ServiceNow platform as a new business investment, developments to your existing platform or an integration with other business critical solutions, we have the expertise to deliver both operational and strategic consultancy focused on outcomes that are right for you.

### Why partner with SCC?

We will guide you through the process by offering you the right deployment model for your business. Whether you need a dedicated environment, a managed domain, accelerated implementation or an overall process review, we ensure the right solution is achieved.

Our consultants have years of experience delivering outcome-based IT, implementing best practice processes and driving operational efficiencies. Every industry is being transformed by automation, intuitive consumer experiences, machine learning and an explosion of connected devices.

The disruptors are delivering products to market faster and providing a fundamentally new user experience including more transparency. With ServiceNow, we enable our customers to shift from being a reactive problem solver to a proactive, cost effective, value enhancing business.

SCC's customer-first approach to Enterprise Service Management (ESM) ensures our customers get a high quality service delivered on best-of-breed technology. This includes:

- IT Service Management
- IT Operations Management
- IT Business Management
- Customer Service Management
- HR Service Delivery
- Security Operations
- Governance Risk and Compliance
- Software Asset Management
- Intelligent Apps

## Key Features

- Large, dedicated team of ServiceNow Professionals
- Solution Architecture, Design, Delivery and Project Management
- ITIL expertise: Incident, Problem, Change, Service Catalogue, CMDB
- Security Clearance – UK-based SCC Cleared (and/or eligible) Consultants
- Roadmap of your Enterprise Service Management (ESM) Journey
- Europe's largest independent IT business
- 40 years of experience
- Experience of 'own-instance' and Managed Service provider (MSP) models Including experience and skills with domain separation
- Cloud SaaS delivered ITSM platform supporting ESM utilising ITIL
- IMPACT (Implement, Manage, Progress, Assist, Consult, Technology)

## Key Benefits

- Pre-configured SCC Blueprints designed in-line with best-practice decreases deployment costs
- Accelerated/rapid deployment decreases time it takes to realise your investment
- Configuration (not customisation) makes regular upgrades pain free
- More than 1,000 UK organisations currently using SCC's ServiceNow configuration
- 24/7 business with over 5,000 staff in Europe
- Fixed price or T&M engagements
- Experience delivering services in government, health, education, blue-light and defence.



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