T· · Systems

We manage your
ServiceNow

Full service. Full value. Full motion.

ServiceNow Application and Operations Management (S.AOM) continuously supports the operations and further development of your ServiceNow application.

Challenges of the service owner

Automating business processes using ServiceNow is strategically important for many companies. The ServiceNow platform serves as the basis for digitalizing processes not only within IT services, but also in HR and customer service or field service management.

From the very first day of actively using ServiceNow, various tasks related to application lifecycle management emerge:

- Supporting users quickly and effectively in their daily work

- Implementing release upgrades or patches smoothly

- Planning and executing functional and organizational rollouts thoroughly

- Ensuring extensions are stable and up-to-date

Keeping the ServiceNow platform updated with innovative enhancements throughout its lifecycle is crucial. Simultaneously, ongoing operations, support, and maintenance demand significant time, budget, and skilled experts with the right expertise.

How you can benefit from ServiceNow AOM by T-Systems

- **Improved project efficiency**
  Provided by the comprehensive ServiceNow and process knowledge of the S.AOM team from T-Systems.

- **Cost efficient deployment**
  Achieved through an intelligent sourcing mix, including both offshore and near-shore services provided by our local experts.

- **High process quality**
  T-Systems focuses on achieving the maximum degree of automation. Intelligent technologies can be used to comply with development guidelines. Wherever possible, event management and monitoring are fully automated.

- **Exclusive partnership**
  As an Elite Partner and the only provider of ServiceNow services—including Managed Cloud Services—from the Sovereign Deutsche Telekom ServiceNow Cloud, T-Systems is one of ServiceNow's key strategic partners. It is also among the largest companies to use the platform internally.

What we offer

Flexible ServiceNow support availability (24/7)

Consistent updates to your application in line with the latest ServiceNow release

Higher output and quality through agile development cycles

Deep experience of over two decades in application and operations lifecycle management

Improved user experience

Increased company-wide automation

S.AOM modules for your success

24x7

GER/EN

Mail, ServiceNow, phone, chat

Operation management services

| Incident and problem management | Change and deployment management | Service request and access management | Event management and monitoring |

Add-on services

| Release and requirement management | Platform management (including upgrades) | Application enhancement | Testing | License monitoring | Architecture, operations and consulting |

Improvement services

| Service automation (RPA, Bots, …) | System quality management (includes code quality) | Enhanced analytics | Enhanced knowledge management |

ServiceNow AOM from T-Systems supports you during the entire ServiceNow lifecycle, regardless of where your primary focus is.

Service transition

Transfer your existing ServiceNow services–including infrastructure setup, tools, processes, and knowledge transfer–to T-Systems as your AOM service provider. Using a standardized phase model, the transition and handover will be seamless.

Operation services

Incident, problem, change, and deployment management are key to effective operations. T-Systems ensures stable, high-performing ServiceNow services to support your daily business needs.

Add-on services

The more processes you map in ServiceNow, the greater the value you gain. T-Systems' ServiceNow AOM provides add-on services–such as architecture roadmap planning and license monitoring–fully dedicated to your business success.

Improvement services

This package focuses on increasing automation (for example, through bots), improving system quality management, and enhancing knowledge management and reporting. T-Systems helps you to optimize application use and maximize value through continuous service improvement.

Get in touch with our team!

Let's collaborate to identify which of our services will help you maximize the value of your ServiceNow application.

Lifecycle

ServiceNow Application and Operations Services

Modular services supporting the whole ServiceNow lifecycle

Management

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