

# Value assessment & insights on ServiceNow

Enhance the delivery shoring model, quality and automation potential of your IT environment with the T-Systems' ServiceNow QuickChecks

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## With the T-Systems ServiceNow QuickCheck offers, customers can benefit from a 360-degree view on effective ServiceNow usage

It is strategically important for companies to automate business processes. Not only in IT, but also in other functional areas (e.g., HR or customer service), processes are being digitized using the ServiceNow platform due to its high flexibility in customization.

From the first day of the active use of ServiceNow platform, there are a variety of tasks to be performed as part of lifecycle management such as:

### Some of the benefits of the Internet Protect Pro are:

- Users must be supported quickly and effectively,
- Release upgrades must be smoothly executed,
- A seamless rollout, both functionally and organizationally must be ensured

**“T-Systems was awarded two leadership positions in the ISG Provider Lens™ for ServiceNow Ecosystem Partners, which demonstrates its proficiency in the platform.”**

**-ISG benchmark “ServiceNow Ecosystem Partners, Germany 2021**

As a ServiceNow Elite Partner and the only provider of ServiceNow including managed cloud services from the German Telekom Cloud, T-Systems is a strong partner.

T-Systems has helped customers accelerate their secure digital transformation and workflow automation with its extensive ServiceNow capabilities including ServiceNow Professional Services Suite and Managed ServiceNow SaaS.

With increased customizations and complexities, it is important to ensure that ServiceNow implementations are optimized and managed efficiently which many organizations struggle with. The ServiceNow QuickChecks from T-Systems precisely aim to do that. T-Systems helps customers quickly explore various levers of optimization like right shoring, automation and overall quality of implementations.

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T-Systems ServiceNow QuickChecks enable the customer to get concrete insights on how to profit from the ServiceNow offerings and derive value from continuous improvement of their IT services and landscape.

### Our approach

In the QuickCheck offers T-Systems has packaged expertise from its comprehensive ServiceNow portfolio, process know-how and experience from multiple implementations into time bound service ‘packets’ that deliver better insights, improvement goals and action plans with minimal investments. Our proprietary tools and templates ensure quick identification of improvement areas and plan for implementation. We have designed three QuickCheck offers, focusing individually on three biggest areas of optimization –Right Shoring, Automation, Quality. Customers can pick one or more offers that are best suited. Each of these offers require only about a week and require only about 2-4 hours from the customer.

### How can you benefit?

Quickly assess what are the areas of improvement in their ServiceNow implementations with minimal investment

- Identify and prioritize the improvement opportunities
- Set optimization and cost reduction goals by best shoring, automation, quality
- Make use of T-Systems expertise:
  - 20 years of application management experience
  - One partner for end-to-end ServiceNow services
  - Reliable and proven partnership with managed cloud services
  - Faster automation of workflows leading to better service quality and cost-efficiency
  - Strong ServiceNow competencies for additional Systems Integration professional services

## 1. Best Shoring QuickCheck

When to use?		For insights on best shoring solutions that optimizes scaling for evolving needs
What is included?		<ul style="list-style-type: none"> <li>▪ <b>Introduction session</b> (45 minutes, Webex): Collaborative review of customer situation, methodology, alignment, ServiceNow system profile (modules, processes, usage), as-is service staffing (agents, architects, developers), rough efforts per role, cost indication of as-is team staffing</li> <li>▪ <b>Analysis</b> (2-5 days): Analysis of as-is staffing, recommendation for alternative staffing, calculation of possible savings, creation of analysis report</li> <li>▪ <b>Result workshop</b> (2 hours, Webex): Analysis results and recommendations on best shoring model</li> </ul>
How much does it cost?		€ 1,000

## 2. Holistic Automation QuickCheck

When to use?		For insights on ServiceNow implementation to achieve faster turnaround time, SLAs adherence, higher customer satisfaction, automation of manual processes and quality issues related to the same
What is included?		<ul style="list-style-type: none"> <li>▪ <b>Introduction session</b> (45 minutes, Webex): Review of existing situation together with customer on the methodology, ticket dump, ServiceNow system profile, (modules, processes, usage), service catalog, integrations / system overarching processes</li> <li>▪ <b>Analysis</b> (2-5 days): Analysis of provided information/data, identification of automation potential, first rating regarding costs and benefits, ServiceNow service processes, integrative service processes, API automation, RPA automation, add-on services like bot-driven automation</li> <li>▪ <b>Result workshop</b> (3 hours, Webex): Discussion on findings and potential automation strategy</li> </ul>
How much does it cost?		€ 1,000

### 3. System Quality QuickCheck

When to use?		For insights on best shoring solutions that optimizes scaling for evolving needs
What is included?		<ul style="list-style-type: none"> <li>▪ <b>Introduction session</b> (45 minutes, Webex): Consultative session with customer to understand current situation, alignment on information needed and system check, ServiceNow system profile (modules, processes, usage), system access for quality scan</li> <li>▪ <b>Analysis</b> (2-5 days): Automatic quality scan, analysis of scan results, identification of optimization potential and measures to recommend, quantity analysis of (lines of code, tables, config elements), indication regarding code quality, system quality management with our T-Systems Quality Framework</li> <li>▪ <b>Result workshop</b> (3 hours, Webex): Analysis results and guidance to enhance system quality</li> </ul>
How much does it cost?		€ 1,000

#### Information & Conditions

- This document is for information purpose only and is not a binding offer
- Offers are only valid for business customers of T-Systems International GmbH. All prices are net quoted exclusive of VAT at the applicable rate
- The offers are subject to availability. Enhancements beyond the mentioned scope will be charged as additional effort

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