

# **ServiceNow Success:** **Your Essential Guide to** **Managed Service Mastery**

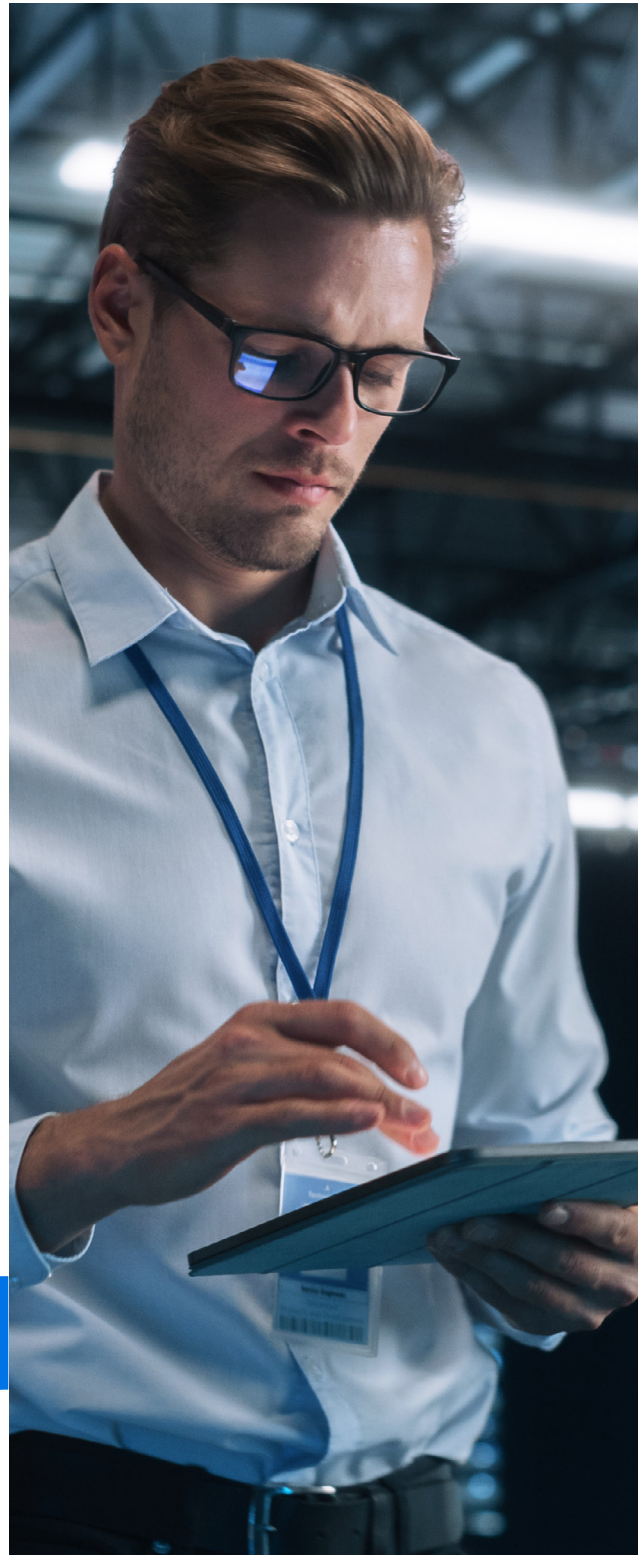
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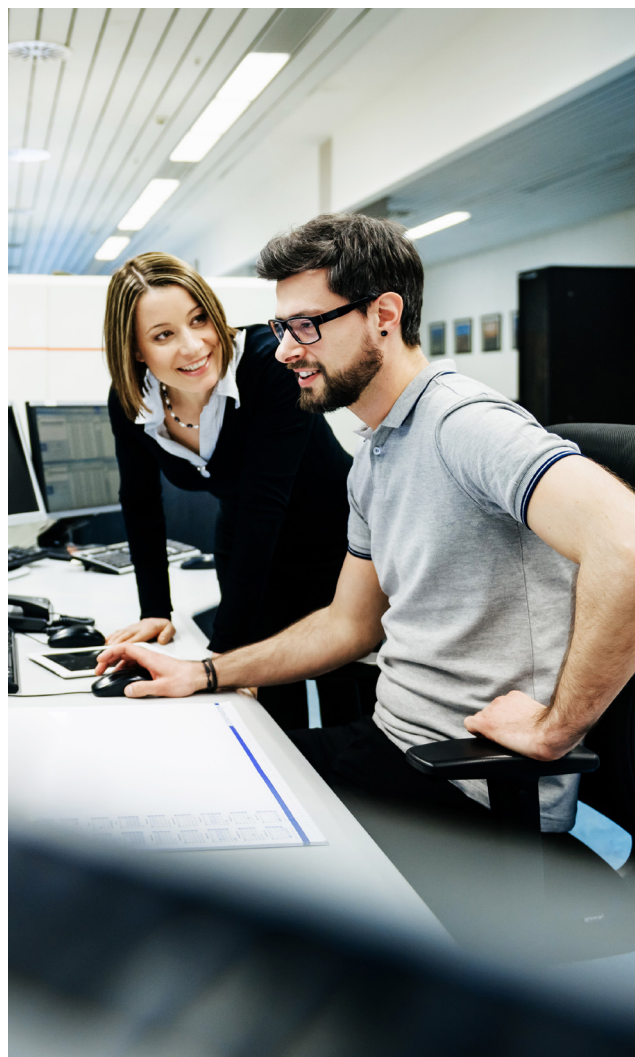
# ServiceNow Success: Your Essential Guide to Managed Service Mastery

Choosing the right ServiceNow managed service is a pivotal decision for any organization looking to optimize its operations and drive innovation. With the right partner, you can unlock the full potential of ServiceNow, ensuring it becomes a catalyst for transformation and growth. This guide provides essential hints and tips to help you navigate the selection process, ensuring you find a service that not only meets your immediate needs but also supports your long-term strategic vision. Let's embark on this journey to elevate your ServiceNow experience and achieve remarkable business outcomes.

- **Cost-Effective Expertise:** Building an internal ServiceNow team requires significant investment. Opt for a managed service that offers a cost-effective solution with a team of experts ready to leverage your ServiceNow investment fully.
- **Upgrade Without Anxiety:** ServiceNow's upgrades can overwhelm in-house teams. Choose a managed service that ensures a smooth transition and keeps you at the forefront of ServiceNow's offerings.
- **Scalability and Risk Mitigation:** Scaling operations requires resources that are hard to find and expensive. A managed service should provide scalability and expert intervention at a moment's notice, eliminating unexpected risks.
- **Talent Acquisition and Retention:** Finding and retaining skilled professionals is daunting. A managed service can manage ServiceNow for you, ensuring continuity and expertise.
- **Strategic Vision:** Teams often struggle to take ServiceNow beyond IT due to limited in-house knowledge. Look for a managed service with a strategic approach that expands ServiceNow's capabilities across your business.
- **Innovation Over Backlogs:** Clearing backlogs and managing technical debt can stifle innovation. A managed service should free your team to focus on innovating and maximizing ServiceNow's potential.



- **Sticking to Budget:** Unpredictable costs under break/fix models become steady and anticipated with a Managed Service.
- **Vision and Business Outcomes:** Ensure the managed service aligns with your IT roadmap and wider business-level outcomes. Let technology facilitate your goals rather than be constrained by it.
- **Service Management:** Consider how service management is a critical foundation of your digital transformation strategy.
- **Incident, Problem and Service Request Management:** Look for a Centre of Excellence that is just that. A strong, well-skilled team with clearly defined activities who can swiftly address and resolve requests and issues.
- **Proactive Administration:** Carrying out daily, weekly, monthly and Ad Hoc tasks to ensure that your instance is functioning as expected. Looking to identify and address issues before they become apparent to the user community so the business is not impacted.
- **Governance and Communication:** Choose a managed service that supports your governance and communication strategy, especially in managing to out-of-the-box (OOTB) capabilities.



When evaluating potential ServiceNow managed services, consider these points to ensure that the service you choose is well-equipped to support your specific needs and help drive your business forward. Remember to assess the expertise, scalability, strategic vision, and innovation potential of the service provider. Additionally, consider the alignment with your business outcomes, the integration capabilities for different systems, and the support for governance and communication strategies.

Want to understand how to maximise investment,  
release technical debt and start innovating?

Get in touch with the experts at  
[servicenow@eviden.com](mailto:servicenow@eviden.com)

## About Atos

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