

Managed Support Services for ServiceNow

Move beyond reactive support.
Operate, optimise, and evolve at scale.



Atos

From Platform Maintenance to Business Performance

Enterprise organisations no longer see ServiceNow as a tool, they rely on it as a strategic platform underpinning operations, experience, and transformation.

Yet many organisations face a persistent gap:

- Platforms are stable, but not evolving
- Backlogs grow faster than value delivered
- Costs are unpredictable and fragmented
- Internal teams are stretched across competing priorities

The outcome

Platform potential is constrained. Business agility slows. Value realization stalls.

“ Atos believes ServiceNow support should do more than keep the platform running. It should create the operating discipline, delivery capacity, and governance needed to improve business performance continuously ”



The Atos Perspective: A New Operating Model for ServiceNow

Atos ServiceNow Managed Support Services is designed to transform how enterprises operate, govern, and grow their platform investment.

We combine:



Operational excellence
(stability, performance, resilience)



Continuous improvement
(enhancements, backlog reduction)



Strategic alignment
(platform evolution linked to business goals)

Delivered as a governed, scalable extension of your organisation, our model ensures your platform remains:



Evergreen and future-ready

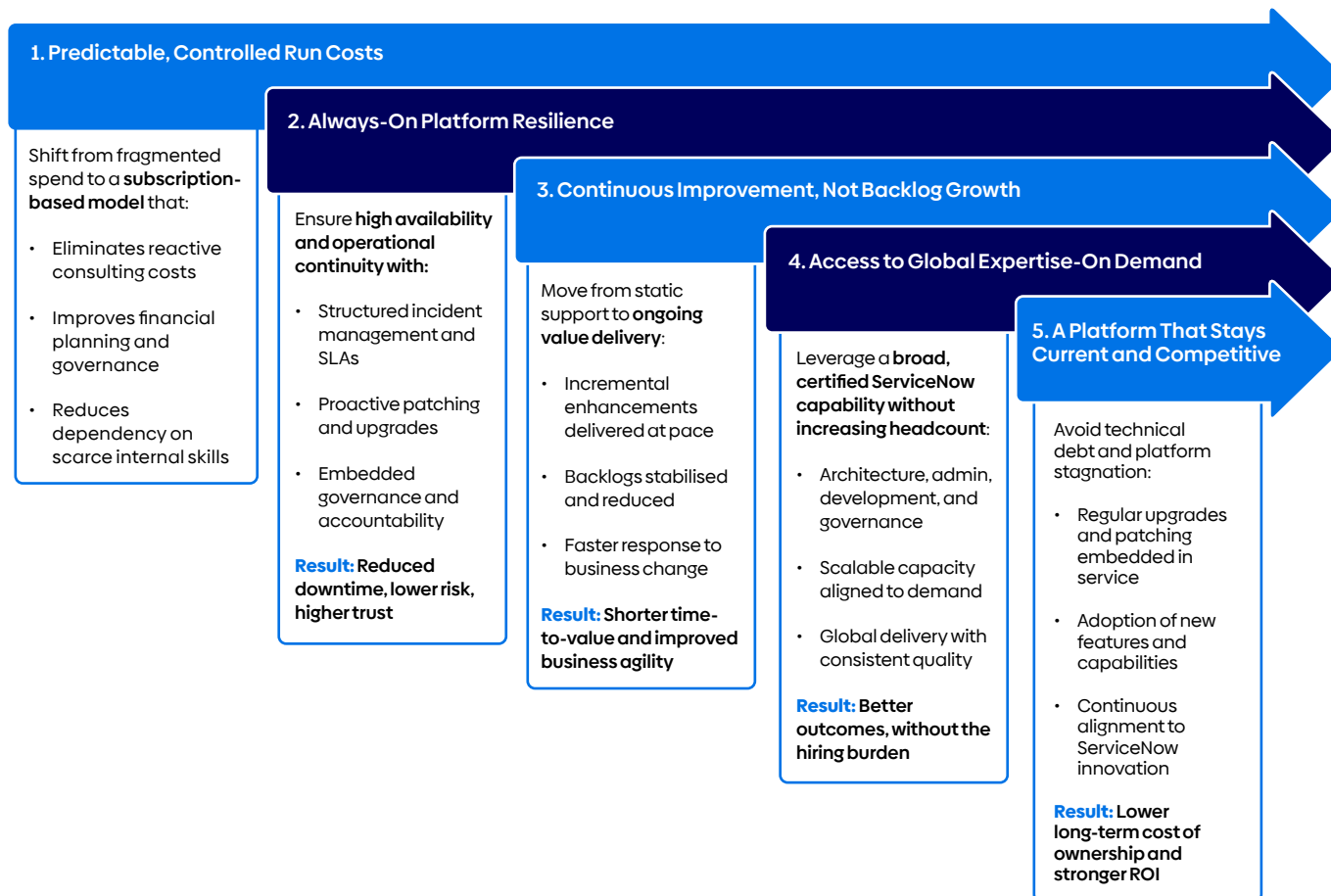


Cost-predictable and efficient



Aligned to enterprise priorities

Outcomes That Matter



Flexible Models to Match Enterprise Needs

Atos provides a tiered approach, enabling organisations to align service to their maturity, scale, and ambition.

Leverage Efficiency at Scale

Ideal for organisations seeking **cost optimisation and resilience**

- Core support through to extended 24x7 coverage
- Built-in enhancement capacity
- Strong governance and operational discipline

Dedicated Capability for Transformation

Designed for organisations driving **significant platform evolution**

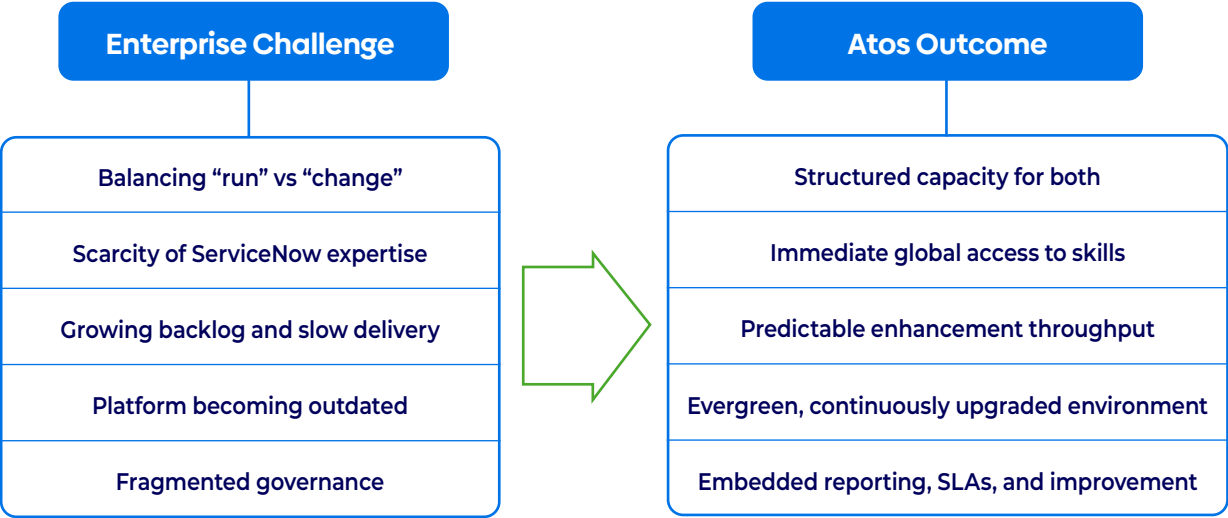
- Persistent, aligned delivery teams
- DevOps-style integrated delivery
- Acceleration of projects, backlog reduction, and innovation

The outcome

Choose the operating model that matches your business-not the other way around.

Addressing Today’s Enterprise Reality

Atos Managed Support Services is designed to directly solve the challenges enterprises face today:



Why Atos

Atos combines ServiceNow expertise with enterprise-scale managed services discipline. We bring the ability to operate, govern, enhance, and evolve ServiceNow platforms across complex environments - not as a standalone support function, but as part of a broader digital operations model.

Atos offers



ServiceNow capability at scale

across the breadth of ServiceNow's individual Applications and Industry Solutions, and platform administration



Global delivery flexibility

through onshore, nearshore, offshore, leveraged, and dedicated support models.



Operational discipline

including SLAs, reporting, service governance, escalation management, release planning, and continuous improvement.



Run-and-change integration

so customers can stabilize operations while still reducing backlog and delivering enhancements.



Enterprise experience

supporting regulated, multi-region, multi-process ServiceNow environments.

We operate across:

- Onshore, nearshore, and offshore delivery models
- Multi-region, multi-industry environments
- Platforms supporting thousands of users globally

From stability



to scalability

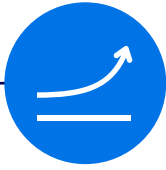


to sustained value.

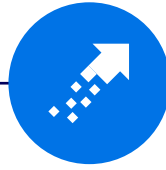
Unlock a smarter, more resilient ServiceNow platform-one that evolves with your business.

Who Benefits Most

Atos ServiceNow Managed Support Services are ideal for organizations that:



Have a live ServiceNow platform but limited internal capacity to support and evolve it.



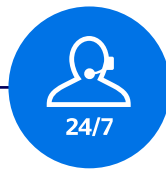
Are struggling with a growing enhancement backlog.



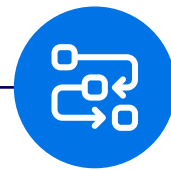
Need predictable support costs and access to skilled ServiceNow resources.



Want to improve platform governance, release discipline, and upgrade readiness.



Need flexible support coverage across business-day, 24x5, or 24x7 requirements.



Are scaling ServiceNow from ITSM into broader enterprise workflows.

Ready to maximize your ServiceNow ROI?

Engage Atos for a ServiceNow support and maturity review. We will help assess your current operating model, identify improvement opportunities, and define the right managed support model for your enterprise.

**Empower your enterprise
with a resilient, ever-evolving
ServiceNow ecosystem.**

Get in touch with us ➡

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About Atos Group

Atos Group is a global leader in digital transformation with c. 59,000 employees and annual revenue of c. € 7.2 billion, operating in 61 countries under two brands – Atos for services and Eviden for products and systems. European number one in cybersecurity and cloud, Atos Group is committed to a secure and decarbonized future and provides tailored AI-powered, end-to-end solutions for all industries. Atos Group is the brand under which Atos SE (Societas Europaea) operates. Atos SE is listed on Euronext Paris.

The purpose of Atos Group is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

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Let's start a discussion together



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