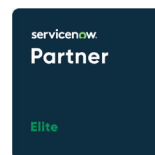




Maximize your
organization's
investment in
ServiceNow



Unlock the full potential of ServiceNow

Now is the time to unlock the limitless possibilities ServiceNow delivers for your organization and workforce.

We suspect that, like many of our clients, you see ServiceNow as a significant investment and ask: “how can we make the most out of our investment and leverage the platform to achieve maximum benefits across our organization?”

We recognize the power of ServiceNow solutions as a strategic tool for solving critical business imperatives. We help customers transform their large business enterprises and achieve substantial benefits across various portfolios, including IT service management (ITSM), customer service management, HR service management, finance service management, field service management and security operations.

Now is the time to put ServiceNow solutions to work for you.



CGI's ServiceNow practice is solution-led and capability-driven

Solution-led

We are proven practitioners and understand the true value of ServiceNow. We develop ServiceNow solutions that address the digital transformation challenges for IT, strategizing with clients to expand the benefits across other business functions.

Capability-driven

Our solutions help clients recognize opportunities and realize the benefits of implementing ServiceNow. This capability is underpinned by our professional, experienced advisory experts. They have the latest knowledge of the solution and real-life experience working with ServiceNow, from concept to operational handover and continuous service improvement.



Maximizing the value of your investment

Whether you are just starting your journey with ServiceNow or are looking for help along the way, our solutions are designed to help you realize the value of your investment.

Health check

Our ServiceNow health check framework takes a deep dive into your organization to identify areas for improvement. We evaluate how ServiceNow could benefit your business and IT organization through a series of facilitated workshops.

Expert services

Our ServiceNow expert services offer an extension to your operations team and a liaison between your organization and ServiceNow. We provide guidance on issues, projects, and other significant ServiceNow and customer-initiated changes – delivering best-in-class recommendations aligned with your business objectives.

Platform fortification

We bring our deep expertise with the ServiceNow platform to unlock platform functionality and features to enhance your use of ServiceNow. We help you to make the most of your investment by making the platform work for your organization's unique requirements.



Digital service center

Our ServiceNow digital service center is a next-generation service desk. We empower end-users to obtain support in the most convenient format via an omnichannel experience of voice, text, video, online portal and social media enabled by virtual agents. Thanks to defined, automated processes that will allow user requests to be dealt with in a repeatable, quality manner, ServiceNow's AI enables tickets to be handled without any intervention by an agent.

Digital technical operations

Many organizations are reviewing their sourcing strategies, hoping to bring operations back in-house or challenge their sourcing partners to do more. Our proactive approach to technical operations places thresholds on device instances, enabling us to act and resolve any potential issues before any business-affecting event occurs. The evolution of technical operations is now one of zero-touch, aiming for resolution without the need for human intervention. By capturing information from your technical tooling and using it to establish automation-based scripts, we can remove the repetitive nature of first-line support. We can address efficiencies in second-line support events, using data to understand the nature of potential issues and triggering appropriate automated actions for resolution.

Digital service management

Automating a poorly structured organization or an immature process will inhibit repeatable and quality automation results. To address these common challenges, we've developed a target operating model that incorporates industry best practices and is defined and configured to meet your specific requirements. Once defined, the operating model can be automated through ServiceNow, enabling smooth progressions and high-quality repeatability with little manual intervention.

Service integration and management (SIAM)

More companies are adopting a best-of-breed sourcing model, with an IT provider responsible for SIAM. This role is further complicated by the growing need to manage ecosystems of cloud providers; thus, while SIAM has been required for some time, cloud has now extended its responsibility.



Our eSIAM solution blueprints can be underpinned by ServiceNow ITSM and IT operations management (ITOM) and applied to a client's tooling. We propose the right approach and integrate vendors' information to provide clients with a true end-to-end view, enabling:

- **Service operability** – An end-to-end control bridge view of the overall service performance, enabling the management of sourcing partners and in-house service delivery
- **Service introduction** – Managing change, new service introductions and releases
- **Sourcing partner assurance** – Ensuring that those responsible for delivery of the service do so within agreed specifications and SLAs
- **Analytics** – Using all information collected to establish an analytics engine that supports IT and business decisions

Cloud management

Whether an extension or standalone capability, it is important to enable cloud adoption and govern without barriers. Many organizations have already procured cloud with a view that IT is unresponsive or processes inhibit agility, and in some cases, this judgment has been made without any IT knowledge.

Using ServiceNow's cloud management platform, ITOM, and ITSM capabilities, we provide governance around cloud adoption, using a service catalog linked to automated provisioning that helps to manage environments. The result is a management platform that provides valuable data on cloud usage to improve consumption and optimize costs.

DevOps

The increasing prevalence of cloud has accelerated the development and deployment of business applications. In response, we have defined a target operating model along with processes that accelerate and optimize all user requirements, helping to build and manage any backlogs and enabling multiple streams of development work to be handled professionally and without delivery risk.

Using ServiceNow's IT business management (ITBM), we help provide the overarching management capability to enable effective requirement prioritization, resource allocation, development planning, and tracking throughout the application development process through to release.

Beyond IT

Many of our ServiceNow solutions can be leveraged and configured to support all aspects of your organization, for example:

- Digital services support center can be configured for any organization's customer contact center
- Digital technical operations and service management can be configured to support business process reengineering and automation

We provide additional support by designing and implementing solutions for ServiceNow's various other suites, such as HR and facilities management.

We understand that digital transformation isn't simple, and we are here to help you develop the right solutions aligned with your organization's capabilities and ambitions. By working with CGI, you will be empowered by our experts' knowledge and experience, helping you implement leading technologies in the right ways to unlock the full potential of your organization and its workforce.

[Learn more about our work with ServiceNow.](#)





About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 88,500 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

cgi.com

The CGI logo consists of the letters 'CGI' in a bold, red, sans-serif font. The 'C' and 'G' are connected, and the 'I' is a simple vertical bar.