

TeamAssist – Managed Services for the Now Platform

The Now Platform from ServiceNow has become a critical asset for many organisations with IT departments expected to deliver a seamless high quality service, great end user experience and innovative solutions.

Outsourcing the management and administration of the Now Platform will enable you to reduce costs whilst improving service delivery and business agility. Your team can focus on developing the functions and applications that drive business improvement and productivity gains.

How you benefit from our Managed Services

Computacenter's ServiceNow Centre of Excellence Managed Services provide the benefits of an in-house team, whilst enjoying the cost advantage and reassurance of using an outsourced service underpinned by accredited ServiceNow professionals:

Total Solution

Our Managed Services cover every aspect of administering, supporting and managing the Now Platform. Services are delivered by accredited and experienced ServiceNow Consultants.

Benefits

- Single point of contact for all calls
- Frees your staff to focus on other key business activities
- Keeps the Now Platform operating at peak efficiency

Commercial Model

We offer a simple business model that is easy to monitor and gives you full control of the budget. It contains flexibility to include enhancements and larger developments.

Benefits

- Agreed spend that is monitored and managed
- Regular quarterly payments to smooth cash flow

Flexible Solution

Every aspect of our Managed Services is tailored to meet your unique requirements. This gives you a personal service and full management control.

Benefits

- Tailored services according to requirements, resource & budget
- Support hours to fit your business model
- Additional resource available as and when needed

Management Control

Our Managed Services enable customers to maintain control of their Now Platform without worrying about day-to-day issues. You are allocated a named Service Manager.

Benefits

- Agreed SLAs and regular Service Reviews ensure performance levels are met
- Trend Analysis highlights areas for improvement
- Dashboards monitor day-to-day activities alerting you to issues

Continuous Service Improvement

We aim to ensure continuous service improvement by establishing a baseline of current service delivery and use that as a benchmark to improve both the customer experience and service levels.

Benefits

- Improved end-user experience
- Exploits full power of the Now Platform to achieve increased service levels
- Delivery efficiency and effectiveness

TeamAssist - Tiered Managed Services plans to suit every requirement

TEAMASSIST - MANAGED SERVICES FOR THE NOW PLATFORM				
SERVICE DESK	TEAMASSIST BRONZE	TEAMASSIST SILVER	TEAMASSIST GOLD	TEAMASSIST PLATINUM
Service Desk manned by experienced Consultants				
General advice and guidance [e.g. 'How To' and 'What If' questions]	FoC	FoC	FoC	FoC
Coordination with ServiceNow	•	•	•	•
General Service Availability	UK Business Hours	Your Business Hours	Your Business Hours	Your Business Hours
P1 & P2 Service Availability	UK Business Hours	Extended Hours	Extended Hours	24*7
Incident Management - Response/Resolution	2 hr Response	P1 - 30 min/4 hrs P2 - 30 min/8 hrs P3 - 4 hrs/5 days P4 - 8 hrs/10 days		
PLATFORM UPGRADES & PATCHES	TEAMASSIST BRONZE	TEAMASSIST SILVER	TEAMASSIST GOLD	TEAMASSIST PLATINUM
Upgrade experienced Consultants to shorten timescales				
Phase 1 - Compare Release Notes with current implementation	Call-off	One per Year	Two per Year	Unlimited
Phase 2 - Complete and agree planning tasks and timetable				
Phase 3 - Upgrade and validate the development instance				
Phase 4 - Upgrade and validate other non-production instances				
Phase 5 - Prepare to upgrade the production instance				
Phase 6 - Upgrade the production instance				
PLATFORM ADMINISTRATION	TEAMASSIST BRONZE	TEAMASSIST SILVER	TEAMASSIST GOLD	TEAMASSIST PLATINUM
Platform Administration tasks - On-demand and Scheduled				
Call-off Consultancy days included	12 days	18 days	24 days	30 days
Bug fixes and minor enhancements		•	•	•
Add/modify users, groups and roles		•	•	•
Manage integrations with third party sources		•	•	•
Service Catalog Maintenance		•	•	•
Bulk imports of data into the CMDB		•	•	•
Cloning instances		•	•	•
Optimising Platform Performance			•	•
Licence Usage Monitoring			•	•
Roadmap Planning				•
Service Reviews	Ad hoc	Annually	Quarterly	Monthly
Annual costs from	£12,600	£75,000	£110,000	£140,000



We have eliminated the cost and requirement for retaining skilled ServiceNow roles such as System Administrators. By outsourcing management of the Now Platform to Computacenter's ServiceNow Centre of Excellence, we can improve how we support business users, exploit the platform's full potential and do it all more cost effectively too.

Tomas Votruba, Europe Service Desk Manager, Asahi Breweries Europe



MORE INFORMATION

To find out more about Solution Consulting, Integration, Implementation and Managed Services for ServiceNow visit www.computacenter.com

