

How do you support increased sales?

Leading managed services provider forms alliance with ServiceNow to offer a unique win-win value proposition

Job to be done

Grow sales and strengthen service and business solutions by forging alliances with leading technology partners

Solutions to do it

- ServiceNow® IT Service Management
- ServiceNow® HR Service Delivery
- ServiceNow® IT Operations Management
- ServiceNow® Customer Service Management
- ServiceNow® Governance, Risk, and Compliance

What we did

Form an alliance with Infosys to offer joint solutions that combine market-leading ServiceNow software with Infosys expertise

Increasing customer satisfaction

To keep pace with today's ever-changing world, companies must constantly adapt their processes by embracing new technologies and implementing fresh applications, but this can be a complex and expensive operation. Faced with the need to create business value, reduce implementation risk, and accelerate go-to-market, many enterprises are now turning to managed services and Infosys is a leading provider.



We collaborate well with each other and make a joint approach to customers. That is where the majority of our success has been over recent years.

Ashish Seth

ServiceNow Center of Excellence Lead
Infosys

Specialized service lines deliver focus

Infosys' services and business solutions are strengthened by alliances with leading technology partners and one of its most valued associations is its 10-year partnership with ServiceNow. The joint sales benefit of this partnership is that more than 400 customers worldwide have implemented ServiceNow solutions managed by Infosys.

More than

400

customers now using joint solutions

Implementation

40 - 50%

faster

Savings of

40 - 45%

in helpdesk agent time

The big three ServiceNow solutions that Infosys customers want are ITSM, HR, and IT Operations Management (ITOM) but there is also interest in other tools such as Customer Service Management (CSM), and Governance, Risk, and Compliance.

Both companies take part in joint sales presentations and client workshops, work hand-in-hand on implementations, and co-operate on joint planning and strategy at the highest levels. Thanks to its 10 years' experience with ServiceNow, backed by more than 40 years in the market, Infosys is now a recognized expert in the implementation and operation of ServiceNow solutions. Using this knowledge, it has created its own service lines for HR and ITOM.

Leading solutions with expertise

Another specialization and a major unique selling point is Infosys Enterprise Service Management (ESM) Café, an AI-powered plug-and-play solution with all the required process templates and ready-to-deploy code designed to accelerate ServiceNow implementations, making them 40% to 50% faster.

Measurement by results

The success of the partnership can be measured by the results that joint Infosys-ServiceNow customers are recording. These include 27% increases in self-service, 25% increases in satisfaction rates, 40 - 45% helpdesk agent time saved, and 50% reduction in the number of alerts and tickets raised.

This alliance is a sales-boosting win-win for customers who get the benefits of market-leading ServiceNow software overlaid by the Infosys expertise. Ashish Seth, ServiceNow Center of Excellence Lead concludes: "Our partnership with ServiceNow is highly valued. We collaborate well with each other in our joint approaches to customers."

Now you know how work can work better.

“ We are working hand-in-hand on multiple projects and that is helping us a lot, particularly on sales support.

Ashwani Aggerwal
HR Service Line Lead
Infosys