Successfully implementing ServiceNow
Accelerate time-to-value and mitigate risk with our experts, leading practices, methodology, and vision

A new digital transformation project is your opportunity to make a real difference. Whether you’re modernizing IT, launching new productivity tools or enabling new customer experiences, getting operational quickly and smoothly on digital workflows is vital for your organization’s success, and your peace of mind. Your successful implementation is a critical starting point on your journey to creating value with ServiceNow.

That’s where ServiceNow Expert Services comes in.

We guide your ServiceNow implementation to accelerate time to value while reducing risk, so you create great experiences, exceptional business outcomes and enduring success. ServiceNow Expert Services can help you set the plan and successfully implement your digital workflows through:

- Implementation experts who have an insider perspective of our technology and product roadmap to future-proof your implementation.
- Deep insight into successful implementation strategies, practices, and processes across ServiceNow customers that forms a vision for long-term success.
- Leading practices developed, proven, and codified by our implementation experts from hands-on experience.
- The Now Create methodology and application providing step-by-step implementation guidance from planning through delivery of ServiceNow products.
- Flexible implementation models, from leading your project to collaborating with your selected professional services provider.

Experts with the inside perspective
ServiceNow is more than a software company—it’s a community of customers, ServiceNow professionals, and professional services provider partners working together to help organizations take advantage of the power of connected digital workflows to create value.

Our professionals are experts in implementing the Now Platform with the deepest expertise in ServiceNow products and roadmap. These experts are the creators of our implementation leading practices, ensuring their experience and insights are available for every ServiceNow implementation. Their close ties with ServiceNow product managers and developers produce an insider perspective of our solutions and our roadmap, enabling them to consider future innovations for your project—essentially future proofing your implementation. And with visibility into ServiceNow implementations around the world, they provide unique thought leadership in how to design and configure business processes and workflows with the Now Platform for your industry.

Our professional services provider partners supply vital insights to help our customers plan and execute their digital transformation. Through our Expert Services offerings, our experts efficiently and effectively collaborate with our partners to skillfully combine their expertise to increase and accelerate the value created with your implementation.

Meet some of our expert roles

**Business Process Consultant**
Provides subject matter expertise to optimize your business processes on ServiceNow and realize maximum value.

**Technical Consultant**
Engages in your project to design, configure, and deploy a technical solution that follows ServiceNow’s leading practices and aligns to your targeted business outcomes.

**Engagement Manager**
Applies expertise from the Now Create methodology to drive a successful implementation. Provides a single point of contact to facilitate collaboration and decision making within your project.
Leading practices: the keystone of implementation success

Through our work with customers in thousands of successful implementations, we have learned what works and what doesn’t. That insight and experience are at the core of a proven methodology and the largest library of leading practices that provide the building blocks for a successful ServiceNow implementation project.

Our methodology and leading practices are available in Now Create, an empowering application that provides step-by-step guidance from planning through delivery of ServiceNow products. The Now Create assets are organized to drive specific business outcomes with ServiceNow products and create more predictable results with less risk.

Enabling tools to improve implementation quality

We develop automated tools on the Now Platform to simplify and accelerate your implementation of ServiceNow products. ServiceNow HealthScan is a capability that scans and analyzes your instance for compliance with ServiceNow leading practices. HealthScan can be run to provide quality control checks at the end of every implementation cycle (called SprintScans) and identify recommended configuration changes to enhance the manageability, performance, security, upgradeability, and user experience of your ServiceNow solution.

Finding the right implementation services model for your plan

When you define the targeted business outcomes for your digital transformation journey and build your plan to create value with ServiceNow, you will want to select the implementation services model that best suits your organization and its objectives.

ServiceNow customers commonly follow three models to implement ServiceNow:

- **ServiceNow manages your implementation end-to-end**: ServiceNow works directly with your team to define and execute your ServiceNow implementation including program and platform governance, scope of implementation, architecture, design, go-live, and validation of value.

- **ServiceNow and your professional services provider collaborate to implement your solution**: ServiceNow Assure is our prescriptive model for supporting your selected professional services provider in executing your implementation. Your services provider is responsible and accountable for the implementation, and will collaborate with our experts to infuse ServiceNow product expertise and vision into the project to assure targeted business outcomes and enduring success.

- **Professional services provider leads the implementation project end-to-end**: You work directly and only with one of ServiceNow’s global implementation partners to implement your ServiceNow solution end-to-end. Now Create is available to add ServiceNow leading practices guidance into your project.

We offer two models to engage ServiceNow Expert Services your implementation

Achieve exceptional business outcomes with Now Create

Centered around implementations and creating exceptional business outcomes, Now Create offers a prescriptive methodology and over 700 leading practice assets based on insights from ServiceNow projects and organized into Success Packs.

Now Create Success Packs tailor ServiceNow’s proven implementation methodology for specific outcomes that can be achieved with ServiceNow products. Apply leading practices assets—templates, process guides, data packs and more—in your implementation to accelerate time-to-value and reduce risk.

Learn more at: [www.servicenow.com/nowcreate](http://www.servicenow.com/nowcreate)
The global pandemic sparked one of the world’s leading banks to evaluate how it could strengthen its core operational processes, including payment operations, to reduce the operational time and effort to resolve payment errors. Achieving this outcome would strengthen operational resiliency and greatly enhance their customer experience. Through strong collaboration with the customer’s IT team and a ServiceNow professional services provider partner, the ServiceNow Expert Services team enabled the customer to realize their vision. We advised the customer and partner on how to leverage the financial services digital workflows and data model of the Now Platform out-of-the-box to achieve faster time to value.

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**Services Engagement:**
Our experts work directly with your team to define and execute your ServiceNow implementation across all phases and workstreams of the Now Create methodology:

**Initiate:** Understand the business objectives; establish program governance; establish the project team; formally kick off the project

**Plan:** Conduct process, platform, and integration workshops; define, review and prioritize the product backlog; release planning; finalize the project timeline; document the test strategy; set up the environment

**Execute:** Run agile scrum cycles; define support processes and hypercare approach; execute communications and awareness roadshows; plan for system and user acceptance testing

**Deliver:** System testing and user acceptance testing; go-live planning; operational readiness; training; go-live

**Close:** Operational handover; hypercare support; lessons learned; measure value and champion success; formally close the project

**Benefits:**
Rely on the product developer to achieve your targeted business outcomes are achieved through expertise, proven methodologies, leading practices—inform­ed by thousands of successful projects.

• Proven approach to achieve a strong foundation
• Prescriptive guidance from software developer with deep product and process expertise
• Deep focus on leading practices for utilizing out-of-the-box capabilities

**Benefits:**
ServiceNow product expertise is infused into project to assure that:

• Your implementation program is on target to achieve your desired business value
• Your architecture and design choices follow leading practices
• Your platform has minimal technical debt, is healthy at go-live, and ready to fuel additional value

**ServiceNow Assure In Action**

The global pandemic sparked one of the world’s leading banks to evaluate how it could strengthen its core operational processes, including payment operations, to reduce the operational time and effort to resolve payment errors. Achieving this outcome would strengthen operational resiliency and greatly enhance their customer experience.
A focus on your enduring success

Regardless of who is on your implementation project team, we’ve learned that it always works better when everyone works together following leading practices for success. Whether your engage our experts in your project or utilize our Now Create leading practices and methodology, you’ll get the guidance in three key areas that not only assures your targeted business outcomes but sets the foundation for enduring success:

• **The right plan is in place** to fully take advantage of the capabilities of the Now Platform to achieve your targeted outcomes.

• **The best design is selected** to achieve targeted outcomes, avoid technical debt, and create a platform for long-term success.

• **The implementation project is efficiently executed** to accelerate time-to-value while reducing implementation risk.

Why work with ServiceNow Expert Services on your implementation project?

When it comes to ServiceNow implementations, our Expert Services team has an insider view of our technology and product roadmap to future-proof your implementation. Our experts bring unmatched skill in configuring and implementing ServiceNow to maximize value and achieve optimal platform health.

With our ServiceNow Led services models, we take end-to-end responsibility with the full support of the product developer. With ServiceNow Assure, we collaborate with your professional services firm, providing expert guidance in planning, architecture, design and configuration to maximize value and achieve a healthy platform for long term success.

New ways of working are a requirement in today’s rapidly changing environment. New workflows—powered by ServiceNow—are the engine of change.

ServiceNow Expert Services guides your ServiceNow implementation with leading practices, unmatched experience and flexible approaches to accelerate time to value while reducing risk, so you create great experiences, exceptional business outcomes and enduring success.

Ask your ServiceNow account team about our services and capabilities to enable your successful implementation of ServiceNow.

And visit our [Customer Success Center](https://www.servicenow.com/services) to learn more about our leading practices and services for achieving exceptional business outcomes with ServiceNow.