Capgemini

ServiceNow Readiness Assessment

Extract more value from the Now platform

Digital transformation often starts with ITSM (IT Service Management), but it shouldn't end there. IT must be capable of extending digital excellence to every business process and every business unit across the enterprise: Operations. HR. Finance. Manufacturing. Supply chain. The Now platform from ServiceNow is a superior solution for expanding digital excellence. But are you prepared to take full advantage of the Now platform?

Capgemini can help you answer key questions that impact the success of your transformation initiative, including:

- Does your ITSM tool enable your infrastructure and operations (I&O) team to deliver and support IT services?
- Is your ITSM tool suited for mature I&O processes?
- Does your tool allow for integration with broader IT operations management (ITOM) and deeper ITSM capabilities?
- Does your organization have the I&O maturity to maximize your success with the Now platform?
- Do you have proper resources to successfully implement the Now platform?

Capgemini can complement and add value to the Now platform's capabilities and help you simplify work across your entire business, creating faster, easier, more enjoyable employee and customer experiences.
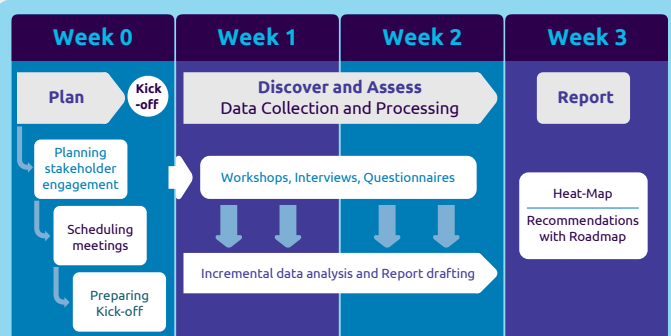
ServiceNow Readiness Assessment Services

Capgemini's ServiceNow assessment takes a deep look at the current state of your ServiceNow adoption, providing you with the technical due diligence as well as tactical

process assessment to understand necessary optimization and innovation opportunities. This service illustrates where improvements can help yield greater scalability and efficiencies from an existing implementation and where platform adoption can yield greater value to an enterprise. We are the first in the market to industrialize the readiness assessment into a timeframe of just three weeks, giving tangible results to our clients extremely quickly.

Our assessment helps you understand the configuration needs and comprehend the actual implementation and maintenance costs supporting your real-life business case.

What's in it for you:

1. **ServiceNow Readiness Assessment** provides you with findings of your capabilities and a roadmap to implement and maintain the Now platform.

2. The **assessment report** displays risks and challenges you are most likely to face when implementing the Now platform and shows you how to proactively avoid delays and additional costs.

3. Capgemini will analyze your **organization's readiness** from both project implementation (design) and operational support angles. In the final report, we will include recommendations on how to keep your Now platform project easy to run and cost-effective.

4. Capgemini will analyze your **capabilities** to drive the **UX/CX**-focused design and summarize findings in the final report supplemented with recommended actions.

5. Capgemini will focus on automation potential in assessing your readiness to improve the process layer, helping to drive costs lower and efficiency higher.

6. On the final stage of assessment, Capgemini will deliver a **Readiness Roadmap**. It will detail the actions needed to support quick and easy implementation for every assessed area. Low- and medium-maturity IT organizations will receive guidance on how to advance their maturity and prepare for implementation and support of the Now platform.

Capgemini advantage

- Capgemini has been a Certified ServiceNow **Global Alliance Partner since 2009,** and today we are a **ServiceNow Elite Partner.**

- Our **500+ ServiceNow and process consultants** have substantial ServiceNow expertise gained from **300+ engagements** and have earned **870+ ServiceNow certifications.** We have performed large-scale rollouts at **Fortune 500** enterprises.

- Capgemini maintains dedicated **ServiceNow Centers of Excellence in India, Poland, Africa, and the United States,** where we provide early access to new product releases; product demonstrations; interaction with ServiceNow Technical Architects to discuss project challenges, tools, and new product features; participation in developer events; training on new features and modules; quick, accurate responses to product-related questions; and much more.

Customer success stories

A leading global crop nutrient producer	The world's largest travel leisure company
Business goal: A global crop nutrient producer had disparate IT systems and needed to bring consistency to its ITSM processes.	**Business goal:** The world's largest travel leisure company, with a fleet of over 100 cruise vessels worldwide, needed to change their entire organization change management (OCM) strategy to improve processes and efficiency.
Solution: Leveraging ServiceNow, the company worked with Capgemini and did an initial readiness assessment and created a roadmap to integrate vendors and introduce multi-modal, multi-lingual capabilities while cutting cost and complexity.	**Solution:** The company selected Capgemini and ServiceNow to undergo an OCM readiness assessment and came out with a plan to improve operational reporting for multiple ITIL processes, including incident/problem/change management, service request management, availability management, and more.
Benefits: • Streamlined IT processes • Reduced costs on licenses • Improved IT services and end-user satisfaction	**Benefits:** • **Better visibility** through graphical dashboards showing performance analytics • **Multiple KPIs** tracked and monitored, with interactive filters and maps • **Real-time results** and historical data snapshots

Talk to us

If you're looking to extract more value from the Now platform, contact us today to initiate your ServiceNow Readiness Assessment.

Key Contact

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People matter, results count.

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