

ServiceNow Services Provider Compendium 2022

September 2022: Complimentary Abstract / Table of Contents



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Locations: costs, skills, sustainability, portfolios



Contents

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1.	Introduction and overview	5
	Research methodology	6
	Key information on the report	7
	Introduction	8
	Focus of the research	9
2.	PEAK Matrix® for ServiceNow services	10
	PEAK Matrix framework	11
	Everest Group PEAK Matrix for services	12
	Everest Group PEAK Matrix for ServiceNow services	14
	Characteristics of Leaders, Major Contenders, and Aspirants	15
	ServiceNow Service star performers	16
	Service Provider Capability Summary Dashboard	17
3.	Enterprise sourcing considerations	21
	• Leaders	21
	- Accenture	22
	- Cognizant	26
	- Deloitte	30
	- DXC Technology	34
	– EY	38
	- Infosys	42
	Major Contenders	46
	- Atos	47
	- Capgemini	51



Contents

3.	•	Major	Contend	ers (continued	l)
٥.	•	iviajoi	Contona	CI3 (COMMINGCO	'/

	- Cask	56
	- Enable Professional Services	60
	- HCL Technologies	64
	– IBM	68
	– KPMG	72
	– LTI	76
	– NTT DATA	80
	- Plat4mation	84
	- TCS	88
	- Tech Mahindra	92
	- Thirdera	96
	– Wipro	100
	Aspirants	104
	- CloudGo	105
	- Mindtree	109
	- Mphasis	113
	- Stefanini	117
	 Volteo Digital 	120
5.	Appendix	124
	Glossary	125
	Research calendar	126



Background of the research

Few years back, enterprises expected ServiceNow to help them manage digital workflows such as IT Service Management (ITSM) and IT Operations Management (ITOM). With time, enterprises are now looking for stakeholder-centric, automation-focused, and data-/outcome-driven integrated solutions with an emphasis on stakeholder experience, even in a multi-channel, complex portfolio. Enterprises are deriving higher business value by reimagining processes and integrating ServiceNow with existing systems of record, systems of engagement, and systems of intelligence

In response to the changing market landscape, ServiceNow has expanded its portfolio to deliver enterprise solutions including IT, employee, and customer workflows to help clients drive business growth, increase resilience, and enhance employee productivity. It has forayed into emerging areas such as CSM, HCM, DevOps, GRC, and security. It has empowered enterprises to build custom apps on its low-code-powered app engine. It has invested in building industry solutions to provide out-of-the-box resolutions and expedite time-to-market for enterprises

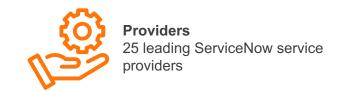
In this research, we present an assessment and detailed profiles of 25 Service providers featured on the ServiceNow services PEAK Matrix®. Each provider profile provides a comprehensive picture of its service focus, key Intellectual Property (IP) / solutions, domain investments, and case studies. The assessment is based on Everest Group's annual RFI process for the calendar year 2022, interactions with leading ServiceNow providers, client reference checks, and ongoing analysis of the Enterprise Platform Services market.

This report includes the profiles of the following 25 leading service providers featured on the ServiceNow services PEAK Matrix:

- Leaders: Accenture, Cognizant, Deloitte, DXC Technology, EY, and Infosys
- Major Contenders: Atos, Capgemini, Cask, Enable Professional Services, HCL Technologies, IBM, KPMG, LTI, NTT DATA, Plat4mation, TCS, Thirdera, Tech Mahindra, and Wipro
- Aspirants: CloudGo, Mindtree, Mphasis, Stefanini, and Volteo Digital

Scope of this report









Everest Group's definition of scope of ServiceNow services

Key ServiceNow solutions

Now Platform

The assessment includes professional and management services around the entire suite of ServiceNow products except for infrastructure services

NOT EXHAUSTIVE

Consulting services

Now platform strategy and roadmap formulation, mapping of existing technology landscape, product(s) selection, feasibility and readiness assessments, security assessment, integration strategy, Governance, Risk Management, and Compliance (GRC) assessment and roadmap, and organization change management

Implementation services

Requirements gathering, technical and functional design, system and process configurations, custom application development, integration, Now Platform setup, data migration, testing, deployment, cut-over and go-live, and implementation hand-off

Maintenance and support services

Help desk management, monitoring, incident management, issue resolution, emergency fixes, ongoing customizations and integrations, update support, new feature addition, minor and major usability enhancements, and product enhancements

IT workflows

IT Service Management, IT Operations
Management, IT Business Management, IT
Asset Management, DevOps, GRC, and Security
Operations

Employee workflows

Products including HR Service Delivery, IT Service Management, and Finance Operations Management

Customer workflows

Solutions focused on enhancing customer experience. Includes products such as Customer Service Management, IT Operations
Management, and Field Service Management

Custom applications and others

Partner applications on ServiceNow marketplace and custom applications built leveraging Now Platform

Integration Hub



Flow designer



CMDB



Automated Test Framework



Service Portal



Mobile Studio



Delegated Development



Virtual Agent



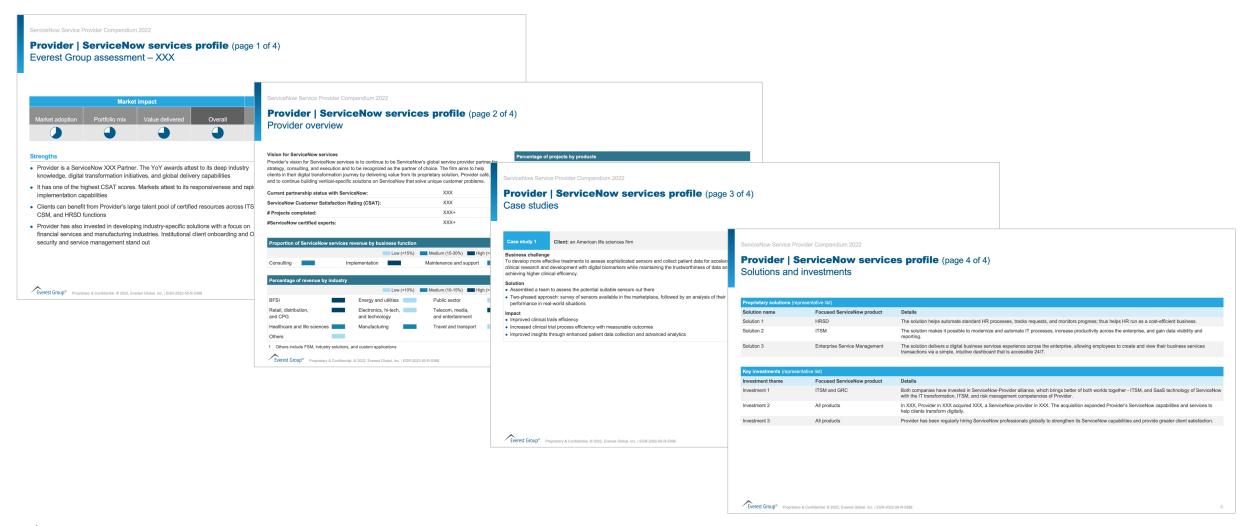
Performance Analytics



Exclusion from this assessment: Infrastructure services offered as a part of the engagement to run applications



The ServiceNow Services Provider Compendium report has 25 provider profiles which covers their service focus, key IPs / solutions, domain investments, and case studies



Research calendar

Enterprise Platform Services (EPS)

	Published Planned Current release
Reports title	Release date
Microsoft Dynamics 365 Services PEAK Matrix® Assessment 2021	September 2021
SAP S/4HANA Services – Rise with Industry Transformations	November 2021
Microsoft Dynamics 365 – Digitizing Customer Experience	November 2021
Collapsing the Supply Chain: Top 14 Start-ups Redefining Real-time Transportation Visibility	January 2022
Oracle Cloud Application (OCA) Services PEAK Matrix® Assessment 2022 – Global	March 2022
Sustaining Client Satisfaction: Pivot from Implementation to Transformation Partner	March 2022
Oracle Cloud Applications (OCA) Services PEAK Matrix® Assessment 2022 – Europe	April 2022
Oracle Cloud Applications Service Provider Compendium 2022	April 2022
Oracle Cloud Applications – Systemize Innovation to Drive Business Value	July 2022
ServiceNow Services PEAK Matrix® Assessment 2022	August 2022
ServiceNow Services Provider Compendium 2022	September 2022
Salesforce Industry Cloud Services PEAK Matrix® Assessment 2022	Q4 2022
Salesforce Industry Cloud Services Provider Compendium 2022	Q4 2022
SAP Business Application Services PEAK Matrix® Assessment 2022	Q4 2022
SAP Business Application Services Provider Compendium 2022	Q4 2022

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