

ServiceNow Services Provider Compendium 2022

September 2022: Complimentary Abstract / Table of Contents



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Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

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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



Geography
Global



Providers
25 leading ServiceNow service providers



Services
ServiceNow services

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

ServiceNow Service Provider Compendium 2022

Provider | ServiceNow services profile (page 1 of 4)
Everest Group assessment – XXX

Market Impact			
Market adoption	Portfolio mix	Value delivered	Overall

Strengths

- Provider is a ServiceNow XXX Partner. The YoY awards attest to its deep industry knowledge, digital transformation initiatives, and global delivery capabilities
- It has one of the highest CSAT scores. Markets attest to its responsiveness and rapid implementation capabilities
- Clients can benefit from Provider's large talent pool of certified resources across ITS, CSM, and HRSD functions
- Provider has also invested in developing industry-specific solutions with a focus on financial services and manufacturing industries. Institutional client onboarding and O security and service management stand out

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ServiceNow Service Provider Compendium 2022

Provider | ServiceNow services profile (page 2 of 4)
Provider overview

Vision for ServiceNow services
Provider's vision for ServiceNow services is to continue to be ServiceNow's global service provider partner for strategy, consulting, and execution and to be recognized as the partner of choice. The firm aims to help clients in their digital transformation journey by delivering value from its proprietary solution, Provider café, and to continue building vertical-specific solutions on ServiceNow that solve unique customer problems.

Current partnership status with ServiceNow:	XXX
ServiceNow Customer Satisfaction Rating (CSAT):	XXX
# Projects completed:	XXX+
#ServiceNow certified experts:	XXX+

Percentage of ServiceNow services revenue by business function

Business Function	Low (<15%)	Medium (15-30%)	High (>30%)
Consulting	High	Medium	Low
Implementation	Low	High	Medium
Maintenance and support	Medium	Low	High

Percentage of revenue by industry

Industry	Low (<10%)	Medium (10-15%)	High (>15%)
BFSI	High	Medium	Low
Energy and utilities	Low	High	Medium
Retail, distribution, and CPG	Medium	Low	High
Healthcare and life sciences	Low	High	Medium
Others	High	Medium	Low

1 Others include FSM, industry solutions, and custom applications

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ServiceNow Service Provider Compendium 2022

Provider | ServiceNow services profile (page 3 of 4)
Case studies

Case study 1 Client: an American life sciences firm

Business challenge
To develop more effective treatments to assess sophisticated sensors and collect patient data for accelerated clinical research and development with digital biomarkers while maintaining the trustworthiness of data and achieving higher clinical efficiency.

Solution

- Assembled a team to assess the potential suitable sensors out there
- Two-phased approach: survey of sensors available in the marketplace, followed by an analysis of their performance in real-world situations

Impact

- Improved clinical trials efficiency
- Increased clinical trial process efficiency with measurable outcomes
- Improved insights through enhanced patient data collection and advanced analytics

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ServiceNow Service Provider Compendium 2022

Provider | ServiceNow services profile (page 4 of 4)
Solutions and investments

Proprietary solutions (representative list)

Solution name	Focused ServiceNow product	Details
Solution 1	HRSD	The solution helps automate standard HR processes, tracks requests, and monitors progress; thus helps HR run as a cost-efficient business.
Solution 2	ITSM	The solution makes it possible to modernize and automate IT processes, increase productivity across the enterprise, and gain data visibility and reporting.
Solution 3	Enterprise Service Management	The solution delivers a digital business services experience across the enterprise, allowing employees to create and view their business services transactions via a simple, intuitive dashboard that is accessible 24/7.

Key investments (representative list)

Investment theme	Focused ServiceNow product	Details
Investment 1	ITSM and GRC	Both companies have invested in ServiceNow-Provider alliance, which brings better of both worlds together - ITSM, and SaaS technology of ServiceNow with the IT transformation, ITSM, and risk management competencies of Provider.
Investment 2	All products	In XXX, Provider in XXX acquired XXX, a ServiceNow provider in XXX. The acquisition expanded Provider's ServiceNow capabilities and services to help clients transform digitally.
Investment 3	All products	Provider has been regularly hiring ServiceNow professionals globally to strengthen its ServiceNow capabilities and provide greater client satisfaction.

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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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