enhance the value of your ServiceNow investments.

SPARC — ServiceNow platform value management.

randstad
digital

introduction.

ServiceNow stands as the choice for 85% of Fortune 500 companies today and is renowned for its role in digital transformation and intelligent workflow capabilities.

As more businesses embrace the transformative power of the ServiceNow platform, Randstad Digital is committed to helping customers fully capitalize on their ServiceNow platform capabilities. As a trusted ServiceNow Premier and RiseUp partner, our focus and mission is to help you:

enhance digital workflows

boost productivity

access and upskill global talent at scale

stay ahead of industry changes

how effective is your ServiceNow platform today?

While its benefits are many, the platform is not without challenges. These often vary depending on where you are in your ServiceNow journey. Newer customers are still testing its capabilities, while more experienced customers might want to take ServiceNow to the next level or fortify capabilities with qualified ServiceNow talent.

Regardless of where you are on your ServiceNow journey, we've found that seven out of 10 customers aren't using the platform to its fullest. That's because complications are created through complicated processes, customizations, multiple instances, inconsistent usage across teams, other operational inefficiencies, and higher costs.

If you stop to evaluate the value of your platform, however, you'll likely find opportunities to grow your capabilities, improve your experience, operate more efficiently, and reduce costs along the way.

33% of customers experience poorly managed ServiceNow instances with complicated workflows and outdated processes.

65% of customers are dealing with self-service issues due to complex integrations.

High implementation costs due to complex architecture

Redundant investments in other tools and technologies

75% CIOs recognize the need for digitization due to complex workflow impacting effectiveness.

10% of the time, help desk staff is reconciling issues related to disconnected help desk systems.

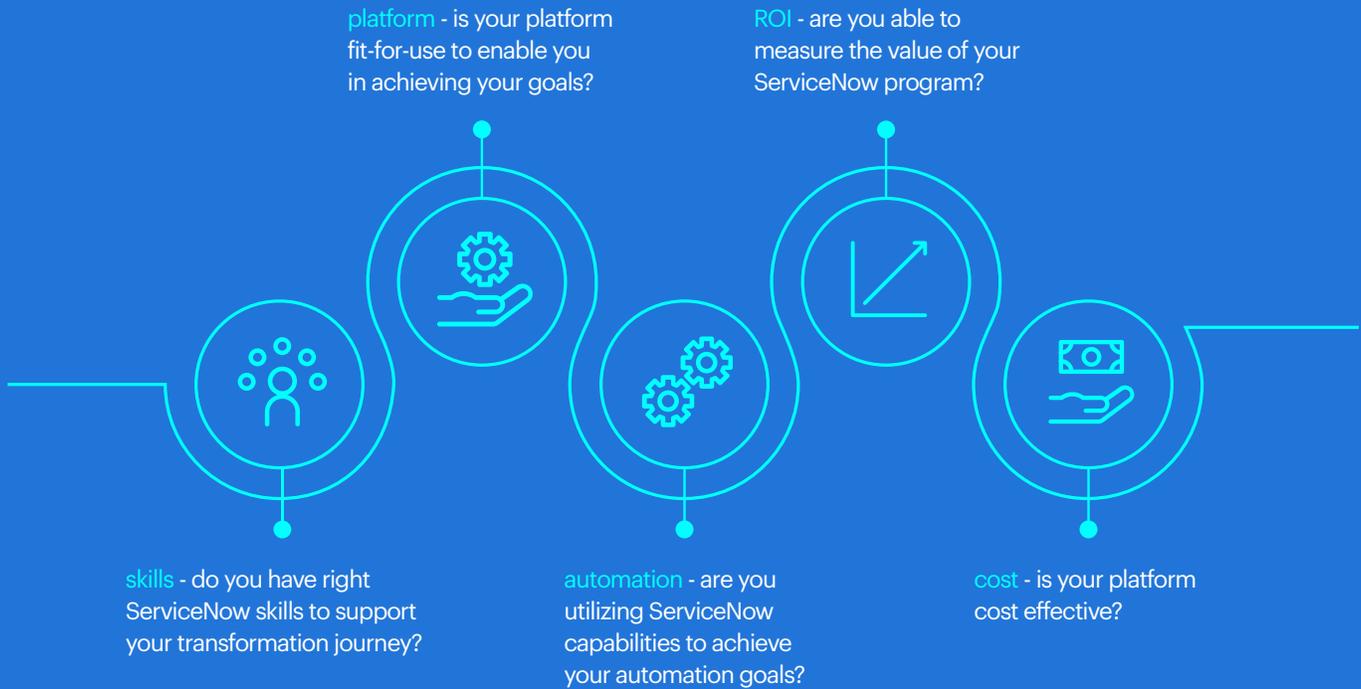# generate true value with SPARC.

To help address some of these issues, we've devised the SPARC value management framework, which can help you generate greater value from your ServiceNow investments. It's a two-part engagement that starts with an in-depth assessment of your existing ServiceNow footprint. It concludes with a roadmap that defines actionable steps and best practices to optimize your ServiceNow experience and capabilities moving forward.

how does it work?

The multidimensional framework explores five key areas to help customers maximize value from their ServiceNow investments. We assess skills maturity, evaluate user experience, map workflows and automation, and audit metrics used to measure business value and opportunities to reduce costs. By leveraging this framework, enterprises can achieve operational excellence, enhance agility, and drive innovation.

platform - is your platform fit-for-use to enable you in achieving your goals?

ROI - are you able to measure the value of your ServiceNow program?

skills - do you have right ServiceNow skills to support your transformation journey?

automation - are you utilizing ServiceNow capabilities to achieve your automation goals?
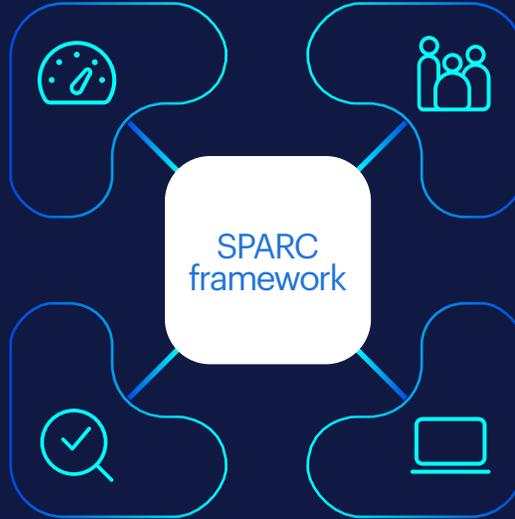
cost - is your platform cost effective?

Because every business has unique needs and is in different phases of the ServiceNow journey, we tailor this service to your business context. That includes looking at your existing ServiceNow capabilities with an eye to what you want out of the platform and your target goals.

We work closely with you in a consultative manner to assess existing usage and make recommendations that align with your larger business goals. When you're ready to take action, we also have end-to-end service capabilities to help you realize the value of ServiceNow on your terms.

a proven methodology.

initiate

Planning, stakeholder mapping, Project timeline kickoff

discover

Technical and functional review performance reports, product backlog, scope specific data

SPARC framework

present

Observations, recommendations Roadmap (quick win, short term, long term)

review and analyse

Evaluation –framework, technical, process, automation, delivery

a holistic approach with benefits.

Value management encompasses many factors. It's not just about cutting costs or improving your experience. Instead, we offer a balanced, holistic approach that helps you make the most of your investment. Benefits, of course, differ for every customer, but some general trends include:

~30%
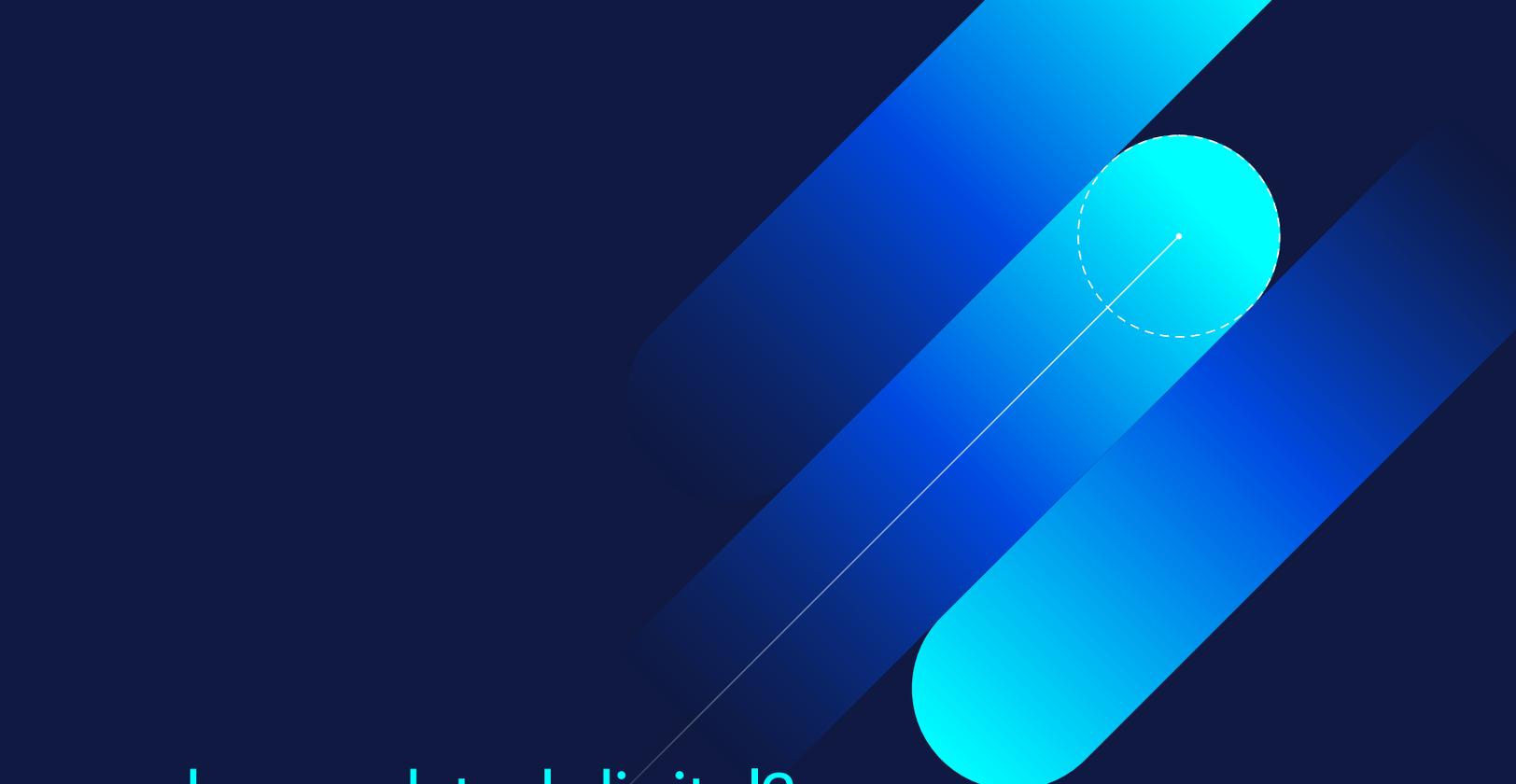improvement in overall license usage and costs

~35%
reduction in platform support costs

~20%
reduction in upgrade cycles and related support costs

~30%
reduction in support costs through alignment with out-of-the-box (OOTB) capabilities

why randstad digital?

Accelerate ServiceNow optimization with Randstad Digital's technology and industry expertise and full-service offering.

- Realize tangible outcomes with our accelerators and best practices for assessments, implementations and support services.
- Transform your IT, customer, and employee experience through our domain knowledge and ServiceNow platform expertise.
- Experience a true 360-digital partnership that encompasses end-to-end ServiceNow solutions.
- Access flexible, global engagement models that scale to align with business needs via specialized teams (PODs) driving speed, agility, and accountability.
- Fulfill talent demand and shortage with Randstad Digital Academy, an end-to-end skilling, certification, and career architecture program.

about randstad ServiceNow practice.

Randstad Digital is a reliable partner for businesses looking to transform and thrive in the digital world. We offer managed solutions and specialized delivery capacity to accelerate digital transformation. As a trusted Premier ServiceNow partner, we provide expert advisory services, HRSD solutions, and customized upskilling services to help organizations realize the full potential of the NOW platform.

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