

maximize business impact.

transform with ServiceNow offerings from randstad digital



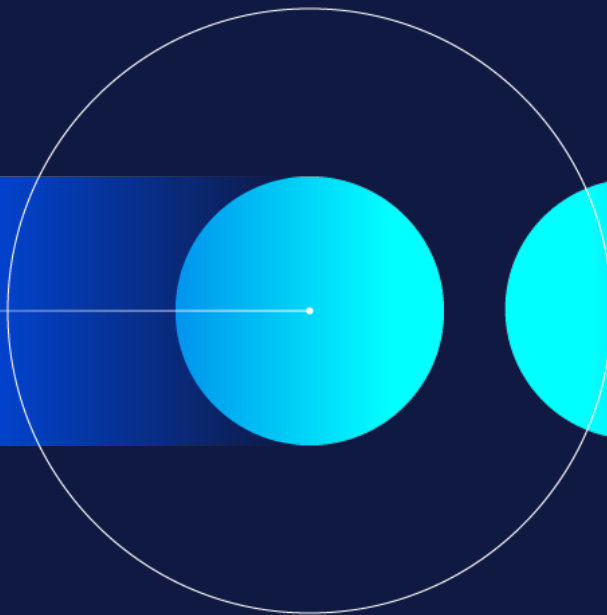
randstad
digital

In a fast-paced digital environment, ServiceNow has emerged as a versatile, indispensable powerhouse for helping organizations adapt quickly to changing demands. Offering an extensive suite of tools to automate, manage, and optimize enterprise processes, ServiceNow is a one-stop solution for organizations seeking operational efficiency and agility.

With a 40.5% market share, ServiceNow is the leading platform for IT service management.¹ And as adoption of ServiceNow continues to increase into the double digits,² the need for ServiceNow expertise is growing apace. A recent survey found that finding ServiceNow skills is one of the top five most significant digital challenges, and 1 in 5 organizations say that addressing ServiceNow skills gaps is one of their most important goals.³

break down skills barriers.

Randstad Digital is part of ServiceNow RiseUp, which aims to arm one million people with ServiceNow skills, preparing them for in-demand jobs and creating equitable paths to digital careers.



1. Reliable Business Insights, [The IT Service Management Market: Captivating Top Leaders at the Top of their Game](#), June 2023.

2. Based on ServiceNow press release, [ServiceNow Reports Second Quarter 2024 Financial Results](#), July 2024, and ServiceNow press release, [ServiceNow Reports First Quarter 2024 Financial Results](#), April 2024.

3. Omdia research report, [2023 ServiceNow insight and vision report](#), 2023.

expert capabilities from a ServiceNow premier partner.

As a ServiceNow Premier Partner, Randstad Digital has a proven track record of delivering successful implementations programs with high customer satisfaction. We have expertise in key areas that are essential components of the ServiceNow ecosystem, so we can help you optimize your implementation to achieve better results.

configuration management database (CMDB): randstad digital has the expertise to help maintain accurate data management and effective service mapping.

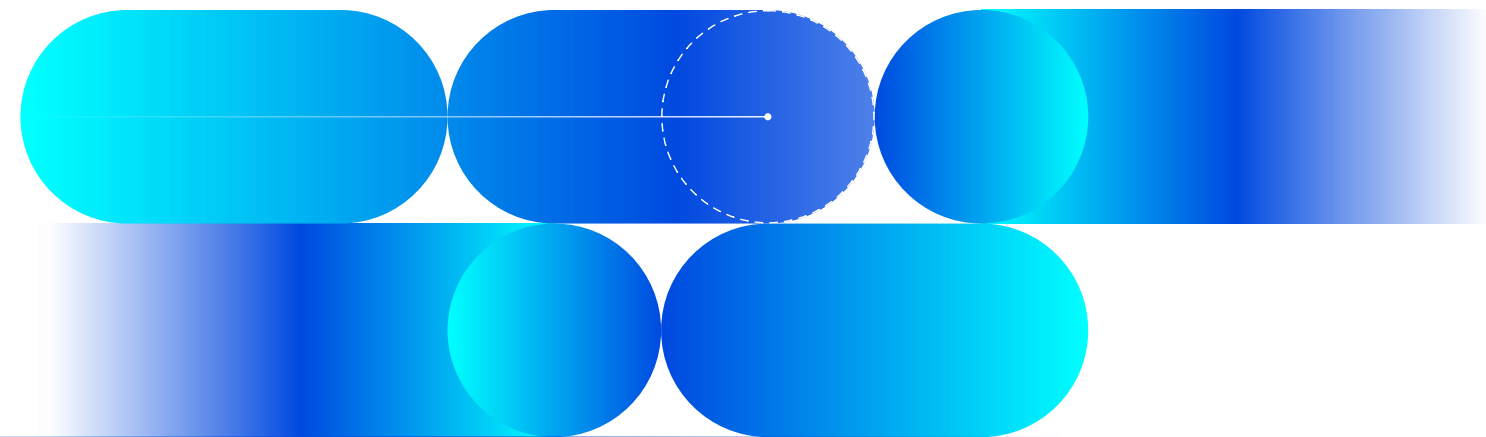
AIOps and event management: leverage our expertise to automate it operations and predict and resolve issues before they impact the business.

strategic portfolio management (SPM): randstad digital expertise can help you align projects with strategic goals, optimize resource allocation, and facilitate successful project delivery.

service automation experience: expertise in this area allows randstad digital to create seamless and personalized user experiences through self-service options, automation, virtual agents, and efficient problem resolution.

generative AI (genAI): now assist genAI capabilities enhance various workflows across the platform to boost productivity and efficiency. randstad digital's genai expertise can help you leverage cutting-edge genai technologies to drive innovation and improve decision-making.

ServiceNow COEs and talent programs: randstad digital's market leadership in talent sourcing and creating servicenow capabilities for clients enables us to be the leading servicenow global talent partner for our clients.



end-to-end ServiceNow support from a single partner.

Randstad Digital offers an extensive range of tailored solutions designed to address your unique challenges and realize the full potential of the ServiceNow platform.



talent services

Comprehensive talent services and global capabilities empower you to scale your team with a right-shoring strategy tailored to your ServiceNow needs. In addition to local and offshore talent sources, we offer extensive nearshore options for a cost-effective option with benefits such as time zone alignment and enterprise-grade scalability and project management. With a flexible engagement model, we support large-scale transformation programs, multi-shore strategies, and evolving staffing needs.



managed services

End-to-end solutions cover everything from enhancing employee experience, customer engagement, and IT performance to implementation services across ServiceNow products, custom applications, and integrations. Services include Managed Capacity Support / Development Services to help you scale ServiceNow capabilities, maintain platform performance, and maintain continuous availability of critical services.



advisory services

Gain unparalleled insights from ServiceNow experts and consultants, offering transformation across employee experience, business, IT processes, and financial management. Our SPARC framework evaluates skills maturity, user experience, workflow automation, and cost-effectiveness, driving operational excellence and innovation to help you enhance agility and accelerate innovation.

benefits across the board.

With our comprehensive suite of services, Randstad Digital helps you unlock the full potential of ServiceNow, optimizing your business processes and fostering innovation for a thriving future. This results in multiple benefits, such as:



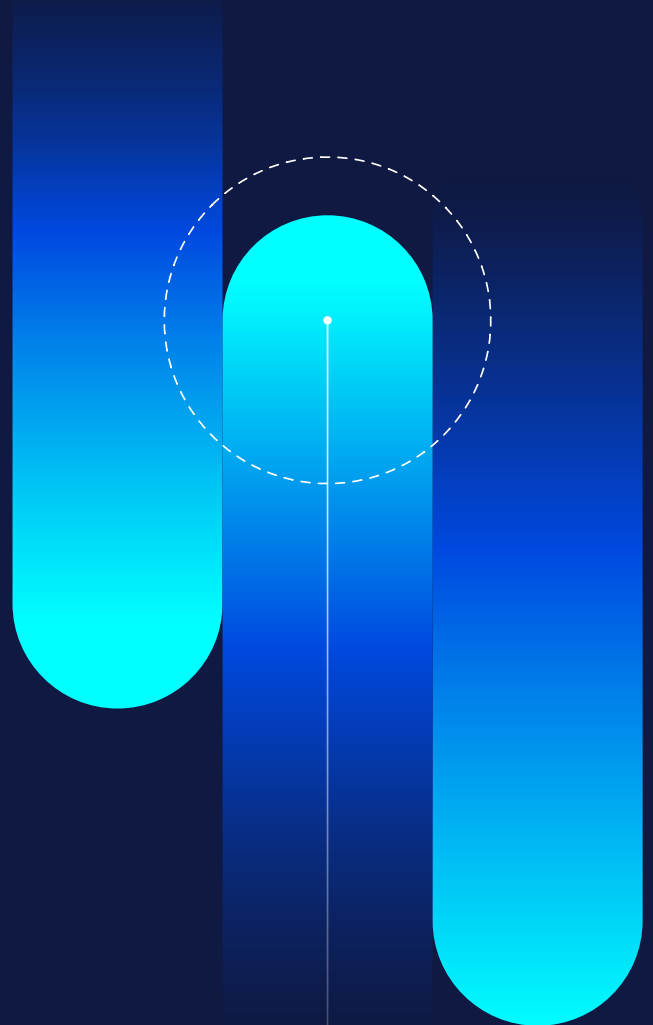
Experience a true 360-digital partnership encompassing end-to-end ServiceNow solutions (implementation programs, talent solutions, and CoEs).



Optimize your ServiceNow deployment to maximize return on investment (ROI) and transform IT, customer, and employee experiences.



Gain access to a global pool of specialist ServiceNow talent that scales talent quickly to meet new requirements with our Talent Enablement as a Service (TEaaS) model. We provide hire-train-deploy and hire-train-place services to fulfill entry to mid-level talent gaps.



partner with a ServiceNow expert.

Randstad Digital is a reliable partner for businesses looking to transform and thrive in the digital world. Discover how our expertise in key areas can elevate your ServiceNow experience and drive tangible results for your organization.

 To learn more, visit randstaddigital.com/servicenow

 Contact us to access top talent that drives your ServiceNow ROI: rd-now@randstaddigital.com

about randstad digital.

Randstad Digital Advisory is a trusted digital enablement and consulting partner that facilitates accelerated transformation for businesses by providing tailored strategies, solutions, and partnerships to realize the most value from business objectives. We specialize in digital transformation spanning every part of your organization, from how you engage with customers, streamline your processes and leverage data to shape your future. It is no longer a question of whether your organization embraces digitalization, but how quickly you can operationalize your strategy to deliver advantage. Our teams of multi-functional experts within IT Strategy, Customer Experience, Operational Excellence, Enterprise Agility apply everyday innovation to drive lasting results achieved in months, not years, to enable businesses thrive in today's changing environment. For more information, see randstaddigital.com

