GETTING SUSTAINABLE VALUE FROM YOUR INVESTMENT WITH REMOTE SERVICENOW ADMINISTRATION (RSA)

You know that with ServiceNow: you selected a best-in-class service management platform; your company realized the up-front productivity gains and your staff had a great party with a cool looking cake to celebrate a successful implementation project. But for some reason the excitement has faded and the topic of 'sustainable value' keeps coming up in discussions with company leaders as they read the news and talk with their executive peers about ServiceNow. They are seeing the value in the near-term but worried how long it will last and how much it will cost them to deliver on promises already made.

Fast forward a couple of years since your company implemented ServiceNow as your service management platform. As part of the implementation project the decision was made for your company to have their own ServiceNow instance instead of using a managed service provider (MSP) to host an instance for you. Now that some time has passed, you may be questioning whether that was the right choice.

- **Total Cost of Ownership (TCO)** – License cost, upgrades, administration and maintaining integrations with other IT systems is more costly than you expected. This is making the finance folks nervous and causing some intense trade-off discussions amongst IT leaders come budget time.
- **Buyer Remorse** – Caught up in the excitement of the possibilities and the promise of ServiceNow as the engine for enabling operational processes across the company – you realize that your company was overly ambitious in implementing ServiceNow features and now have a bigger, more complex and more costly system than you really need. In order to support these extra features, you may find yourself adding additional business process activities and resources – only making the situation worse.
- **Loss of Focus** – The ServiceNow project was IT's top priority a few years ago and the initial release brought a big boost in business productivity and user satisfaction. After the low hanging fruit of the initial release was harvested (and eaten), the organization seems less interested in talking about long-term investments and incremental changing – having moved on to the next trendy project (shiny object).

EXTRACTING VALUE
AND BUSINESS BENEFITS

IT leaders (under intense cost pressures) are increasingly being challenged to get the most value from the company's service management initiatives (whether it be in IT support, sales, HR or other business functions). Specifically, company leaders are asking the CIO and IT staff to increase:

1. Value from the service management platform that they have already invested heavily in
2. Value from the IT and business processes that the service management platform enables
3. Value from the people and knowledge in the organization

Although the service management platform often lives in IT, the benefits it provides can span the entire company. Your service management platform really is the engine for enabling business processes across the company – providing:

- Integration of operational data
- Workflow orchestration
- End-user self service capabilities
- Single panes of glass for service desks and operations
- Management and operational insight

Companies who have implemented ServiceNow as their service management platform are leveraging it across a wide breadth of business functions.

Some examples are:

Sales/ Customer Support	Human Resources	IT	Manufacturing & Operations
• Customer Insights as part of a CRM strategy • Managing the installed base of products to drive customer support and renewals	• Orchestration of employee onboarding activities • Tracking questions about benefits, policies and employee concerns	• Service Desk • Field support • Infrastructure Operations • Self-service provisioning	• Supply chain productivity and risk • Managing OT and IoT devices

Leveraging the service management platform to support these functions is not only yielding productivity gains but also providing a wealth of information to drive business insights. Having the connective tissue (dependencies and relationships) of the organization managed in a consistent and accessible way can help leaders to:

- Make better informed technology investment decisions
- Optimize processes and resources
- Understand and manage risk
- Assess the impact of change on the organization

THERE IS A BETTER WAY TO VALUE

Enabling these insights and supporting the business functions isn't just about selecting the right service management platform (though picking the right tool helps). Equally important are how you configure the system, how you maintain it, how you use it and how you evolve your service management capabilities over time. Operating a service management platform like ServiceNow and delivering sustainable business value to the organization requires ongoing care and attention to ensure that both systems and processes evolve with the needs of your company.

- **Administrative tasks and maintenance:** Contained within the service management platform are sets of master and operational data ranging from user accounts and business rules to asset and transaction records. Keeping this data clean, accurate, current and well organized is critical for ensuring users have trustworthy information to help them do their jobs.

- **Keeping the platform current:** Software vendors like ServiceNow are continually developing patches, fixes and new features that are bundled into minor updates and major releases. The expectation is that your company will install these upgrades in a timely manner. Failure to do so could result in: degraded performance, increased vulnerability to security risks and extended impacts should a platform outage occur.

- **Continuous optimization of the configuration:** Ongoing tuning of your ServiceNow configuration is essential for maintaining system performance and ensuring data quality. ServiceNow is equipped with diagnostic aids that need to be monitored regularly and acted upon to ensure ongoing system performance.

- **Adoption of new features:** new features are released into both the ServiceNow platform and specialized modules targeted at improving the productivity of existing users and lighting up new service management scenarios for your company to leverage. Being aware of new features and adopting the right ones is key to unlocking additional value opportunities for your company.

- **Integration with other systems:** The real value of your service management platform comes from integrating it with other IT and business systems to enable operational workflows and data driven insights. As the systems and processes of your company evolve, existing service management integrations will need to be updated and new integration opportunities will emerge.

It is not uncommon a year or two after the initial ServiceNow implementation for IT teams to struggle to provide a sufficient pool of knowledgeable resources to support these activities. The implementation team is likely gone for various reasons including:

Employee subject matter experts (SME) have moved on to other projects

Vendor contracts have expired after the post-implementation warranty period ended (or after funding for the vendor's premium bill rates ran out)

The size of your company and the expected workload sustaining a SaaS solution didn't justify a full-time support team

Most ServiceNow contracts require your company to have at least one administrator/technical SME to manage/ verify critical fixes and serve as the liaison with the teams at ServiceNow. For many companies, that one person (or small team) isn't sufficient to perform the essential activities and still have bandwidth to drive the continuous improvement projects that are needed to create the sustainable value that your leaders expect. ServiceNow experts are in high demand and short supply – hiring them into your organization can be costly. The good news is that you now have an option!

THERE IS A SOLUTION

Selecting ServiceNow as your company's service management platform was a sound decision. Don't let TCO, buyer's remorse or loss of focus distract you from the sustainable value and opportunities that ServiceNow can provide – value from the platform, the processes and the people. As you embark on the next stage of your company's service management journey, the ServiceNow administration experts at Fully Managed are ready to help your IT team scale; take your service management platform capabilities to the next level; and, help your company achieve the business value your leaders expect.

Fully Managed isn't here to replace your current IT team – we are here to help you scale. Many ServiceNow partners focus on implementation and major upgrade projects. While they are happy to take your money for administration, maintenance and continuous improvement work – this isn't their specialty.

WHY FULLYMANAGED?

As a managed service provider for ServiceNow, Fully Managed is an expert at the ongoing operations of ServiceNow platforms for clients big and small. With our Remote Systems Administration for ServiceNow offering, these same expert capabilities are now available to clients with their own ServiceNow instance.

Our unique business model and area of focus enables Fully Managed to:

1. Scale to support companies of different sizes
2. Fill the ServiceNow knowledge gap in your IT team
3. Provide a cost model that works for small- and medium-businesses
4. Support the maintenance and continuous improvement work that is critical to sustainable value

ABOUT FULLY MANAGED

Fully Managed is a top-50 global managed service provider, leading ServiceNow MSP, and market leader in senior care technology solutions.

Our FM service management platform provides organizations with a complete solution to deliver 24×7 service desk, IT service management, automation, security, and digital transformation. We deliver ServiceNow-as-a-Service at a fraction of the cost with seamless implementation and ongoing maintenance. Our mission is Creating Peace of Mind that our customers' technology will work exactly how they need it to, when they need it to!

For more information visit us at **www.FullyManaged.com**

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