Rackspace Application Services for ServiceNow

Deliver a unified service management experience with professional services to support all of your ITSM and ITOM digital workflows.

Key Challenges in the "Experience" Economy

With ServiceNow, a seven-time Gartner Magic Quadrant leader, you can centralize your service records management, reduce incident lifecycle times, manage IT assets and operations on a single platform and improve user experience. Plus, you can seamlessly retire multiple legacy applications, provide a unified user experience to a distributed workforce and reduce ROI.

And the experts at Rackspace Technology are here to help you make the most of this versatile and powerful technology. With experience managing IT operations management (ITOM) and IT service management (ITSM) solutions at scale, Rackspace Technology can help you achieve cost efficiency, and deliver an automated, repeatable and unified user experience across your enterprise.

Why Your Business Needs Rackspace Application Services for ServiceNow

Accelerate your ServiceNow journey with Rackspace Professional Services for ServiceNow. You'll benefit from having a core team of experts by your side, with deep understanding and experience in complex and challenging ITSM and ITOM scenarios, a global support presence, and the know-how to help you gain visibility and agility while controlling the costs of the services you consume. Couple that with the high degree of customization and integrated, modular nature of the ServiceNow platform, and you have an ITSM and ITOM ecosystem that is fast, intuitive, highly responsive and cost efficient, with rapid scaling capabilities.

Rackspace Technology will work with your teams to reduce the complexities and costs of repeatable service management, including critical outages, incidents, change requests and other mission-critical functions, as well as customer service agent productivity — so you can focus on your business growth.

About Rackspace Technology™

Rackspace Technology is your trusted partner across cloud, applications, security, data and infrastructure.

- A leader in the 2020 Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide
- 2,500+ cloud professionals
- Hosting provider for more than half of the Fortune 100
- 20+ years of hosting experience
- Customers in 120+ countries

Fanatical Experience™

Experts on your side, doing what it takes to get the job done right. From first consultation to daily operations, Rackspace Technology combines the power of always-on service with best-in-class tools and automation to deliver technology when and how you need it.
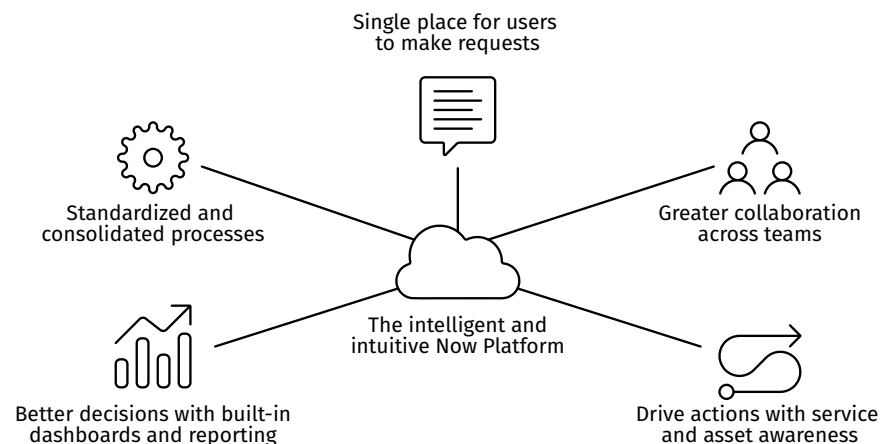
Key Features & Deliverables

Rackspace Professional Services for ServiceNow comprises the entire breadth of consulting, advisory and customized implementation of the ServiceNow platform for your enterprise. With Rackspace Technology, you get world-class expertise, rapid deployment and expert, always-on support that focuses on your intended business outcomes — so you can make the most of your ServiceNow investment.

Key ServiceNow platform features:

- Agent Workspace/Advanced Work Assignment
- Change Management, Core Configuration and Configuration Management
- Service Management
- Hardware Asset Management
- Incident Management, Major Incident Management and Problem Management
- Knowledge Management, Survey Management and Regular Updates
- Service Portal and Service Catalog Management
- Integrated reporting of ITSM and ITOM across the enterprise

ServiceNow helps consolidate the most complex services and operations workflows into a single integrated solution across the enterprise:

Single place for users to make requests

Standardized and consolidated processes

Greater collaboration across teams

The intelligent and intuitive Now Platform

Better decisions with built-in dashboards and reporting

Drive actions with service and asset awareness

Service Delivery Process

Rackspace Professional Services for ServiceNow provides an end-to-end, process-based approach to consulting. With Rackspace Technology and ServiceNow, you are partnering with a global, multi-award-winning technology solutions partner with a deep focus on process improvements that drive business outcomes.

The experts at Rackspace Technology start every project with your targeted business outcomes, identified through an Assessment and Discovery process, and then create the design and architecture of your ServiceNow platform, including required integrations with third-party applications and mapping of policies and processes to match your exact business requirements. This is followed by implementing all necessary ServiceNow configurations that best serve your enterprise's objectives. The final integration turns the ServiceNow platform into a complete service management application that works alongside your other mission-critical applications like Jira, Slack, email, Salesforce, the Rackspace Technology ticketing system and other ServiceNow instances — including those of clients, partners or vendors.

Offering Highlights: Professional Services for ServiceNow

- **High ROI:** The experts at Rackspace Technology assess and identify the desired business outcomes for your ServiceNow deployments, and map the platform configurations to deliver those outcomes, to help ensure the highest ROI.

- **Unified, always-on user experience:** Rackspace Technology will work with your team to provide a uniform service delivery experience and integrate your business-critical applications and data with ServiceNow to help you create an "always-on" service availability to your users.

Take the Next Step

Let's talk about how Rackspace Technology can support all of your ITSM and ITOM digital workflows

Learn more: **www.rackspace.com/professional-services**
Call: **1-800-961-2888**

rackspace
technology.