



The Service Management Company



## Managed services for the enterprise

Experienced, flexible managed services for ServiceNow®

### ServiceNow® skills at your disposal

Confidence that ServiceNow® is being operated and maintained by a dedicated team of qualified and experienced ServiceNow® professionals.

### Turnkey solution

Covering every aspect of administering and supporting ServiceNow®, delivered by experienced professionals. The solution frees up staff to focus on other key business activities and keeps ServiceNow® operating at maximum efficiency.

### Commercially flexible

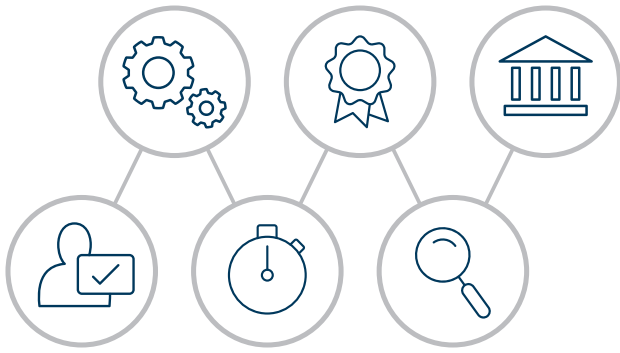
Each customer is unique and we tailor the proposed managed service solution accordingly, with a simple pricing structure and flexibility to meet budgets, goals and objectives within your business model.

### Continual service improvement

We want you to achieve the maximum potential from your ServiceNow® investment. We will work to agreed SLAs and have regular reviews to ensure performance levels are met, improved and exceeded.

TESM is a Gold Services Partner of





## The challenge

Sourcing and retaining skilled, in-house ServiceNow® resources is an ever-increasing challenge. Managing and maintaining ServiceNow® requires not only a skilled resource, but also a commitment of time and effort.

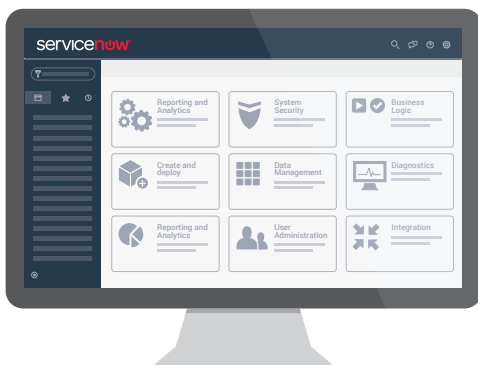
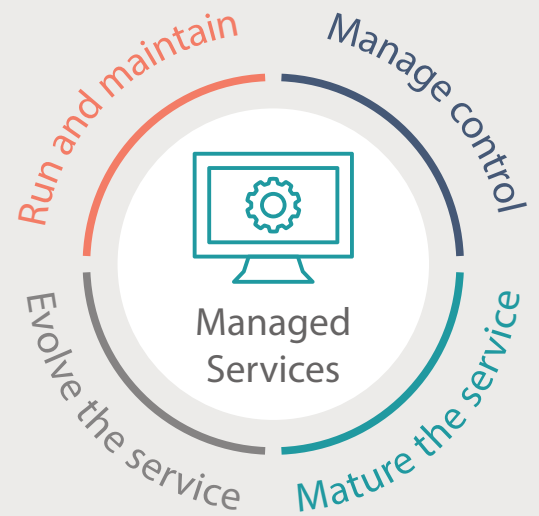
Your business needs complete confidence that your ServiceNow® investment is being optimised, operated and maintained by knowledgeable and experienced professionals. To meet these needs, organisations are increasingly outsourcing some, or all, of their ServiceNow® requirements.

## What TESM offers

The TESM Managed Service practice is engineered to meet the specific needs of ServiceNow® customers. Our expert team provides turnkey administration, operation, support and governance of your ServiceNow® platform.

The team will manage all aspects of your ServiceNow® implementation, including:

- Keep the lights on operation
  - Support
  - Ongoing service assurance
  - Defect management
  - ServiceNow® administration
- Systems upgrades and patch management
- Release management
- Enhancements and business as usual development
- Knowledge management
- Continual service improvement activities
- Service reporting



## Why TESM?

The road to business transformation through ITSM can be challenging. We partner with our clients to take on the big challenges and create positive change:

- **Focus** – TESM is solely focused on building and running IT systems and service management ecosystems and we are constantly innovating to improve these
- **Experience** – we have successfully advised, consulted and managed services for some of the largest and most complex clients in highly regulated industries, including global financial services and pharmaceutical conglomerates
- **People** – we are staffed with longtime industry practitioners who are able to engage at any level within your organisation
- **Approach** – we follow clear methodologies and utilise industry best practice (ITIL, TOGAF, Agile (Scrum), Six Sigma)



For further information on Managed Services please contact us:  
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