We manage your ServiceNow

Full Service. Full Value. Full Motion.

ServiceNow Application & Operations Management (S.AOM) continuously supports the operations and further development of your ServiceNow application.

Challenges of the Service Owner:

The automation of business processes with ServiceNow is of strategic importance in many companies. The ServiceNow Platform serves as the basis for digitization of processes not only within IT services but also in HR and customer service.

Starting on the first day of active use of ServiceNow, various tasks arise with respect to the Application Lifecycle Management:

- Users must be supported quickly and effectively
- Release upgrades must be carried out smoothly
- The functional and organizational rollout must be planned and carried out thoroughly
- Extensions need to be stable and in line with the current release

It is essential to keep the ServiceNow Platform up-to-date with innovative enhancements during its entire lifecycle. At the same time, continuous operations, support and maintenance services have to be provided. This costs time and IT budget and also needs a number of experts with exactly the right skills and know-how.

How you can benefit from ServiceNow AOM by T-Systems:

Increase in project efficiency:
Provided by the extensive ServiceNow and process expertise within T-Systems.

Cost efficiency in deployment:
With an intelligent sourcing mix including offshore and onshore services from our experts.

High process quality:
T-Systems focuses on achieving the maximum degree of automation. Intelligent technologies can be used to comply with development guidelines. Wherever possible, event management and monitoring are automized completely.
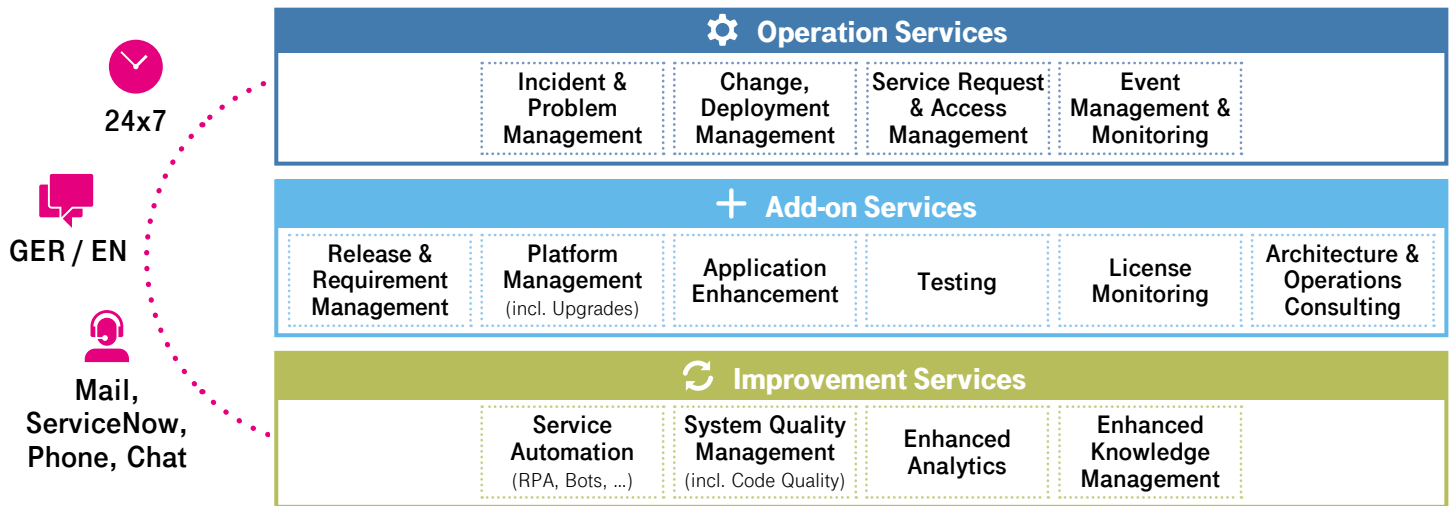
Exclusive partnership:
As a partner with Elite status and the only provider of ServiceNow services including Managed Cloud Services out of the German Telekom Cloud, T-Systems is one of the most important partners of ServiceNow. It is also one of the largest companies to use the platform itself.

Take advantage of our offering:

- Flexible ServiceNow support times (24/7)
- Current ServiceNow release status
- Higher output and quality through agile development cycles
- Reduction of IT cost for application management services of up to 30% and reduction in the number of incidents of up to 50% (Major Incidents up to 90%)

- Improvement of user experience
- Increase in company-wide automation
- Long-term T-Systems expertise in Application & Operations Lifecycle Management

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T··Systems·

Let's power
higher performance

S.AOM modules for your success

⚙ Operation Services

Incident & Problem Management	Change, Deployment Management	Service Request & Access Management	Event Management & Monitoring

✚ Add-on Services

Release & Requirement Management	Platform Management (incl. Upgrades)	Application Enhancement	Testing	License Monitoring	Architecture & Operations Consulting

↻ Improvement Services

Service Automation (RPA, Bots, …)	System Quality Management (incl. Code Quality)	Enhanced Analytics	Enhanced Knowledge Management

ServiceNow Application & Operations Management by T-Systems supports your entire ServiceNow Lifecycle – no matter where your focus lies.

Service Transition

Transfer of your current ServiceNow services to T-Systems as the AOM Service Provider. Set up of infrastructure, tools, processes and knowledge transfer. Within a standardized phase model, the transition and hand-over of the ServiceNow services will be seamless.

Operation Services

Incident, Problem, Change and Deployment Management form the basis for Operations Management. T-Systems ensures the stability and performance of your ServiceNow services, supporting your business requirements in day-to-day operations.

Lifecycle

ServiceNow Application & Operations Services Modular services supporting the whole ServiceNow Lifecycle

Management

Add-on Services

The more processes you map in ServiceNow, the more value you can expect in return. ServiceNow AOM by T-Systems offers add-on services that support your architecture roadmap planning or license monitoring, for example. Your business success is fully supported by T-Systems.

Improvement Services

In this package, the focus is on increasing automation, e. g. by bots or improving system quality management. Also, knowledge management and reporting are enhanced. In this way, T-Systems helps you to optimize the use of the application and derive greater added value from the continuous improvement of services.