Driving Operational Excellence with ServiceNow

Content

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An Introduction to Methods

Company overview

Our value proposition

Our values reflect a balanced focus on innovation, public service, and financial sustainability, emphasising our commitment to making a meaningful impact for citizens and public and private sector organisations alike.

Customer first approach

Since our founding in 1990, we've taken pride in our human-centric approach. Unlike traditional consultancies, we put our customers' needs before profit margins, fostering a collaborative environment built on open communication, mutual respect, and shared problem-solving.

Expanding innovation and expertise in the UK

With complementary strengths and shared values, ALTEN and Methods recognised an opportunity to enhance their positioning in the UK public sector while expanding into broader private sector markets. In 2022, Methods was acquired by the ALTEN Group, a global leader in Engineering and IT Services. Together, ALTEN and Methods are leveraging their collective reputation and expertise to drive innovation and deliver impactful solutions.

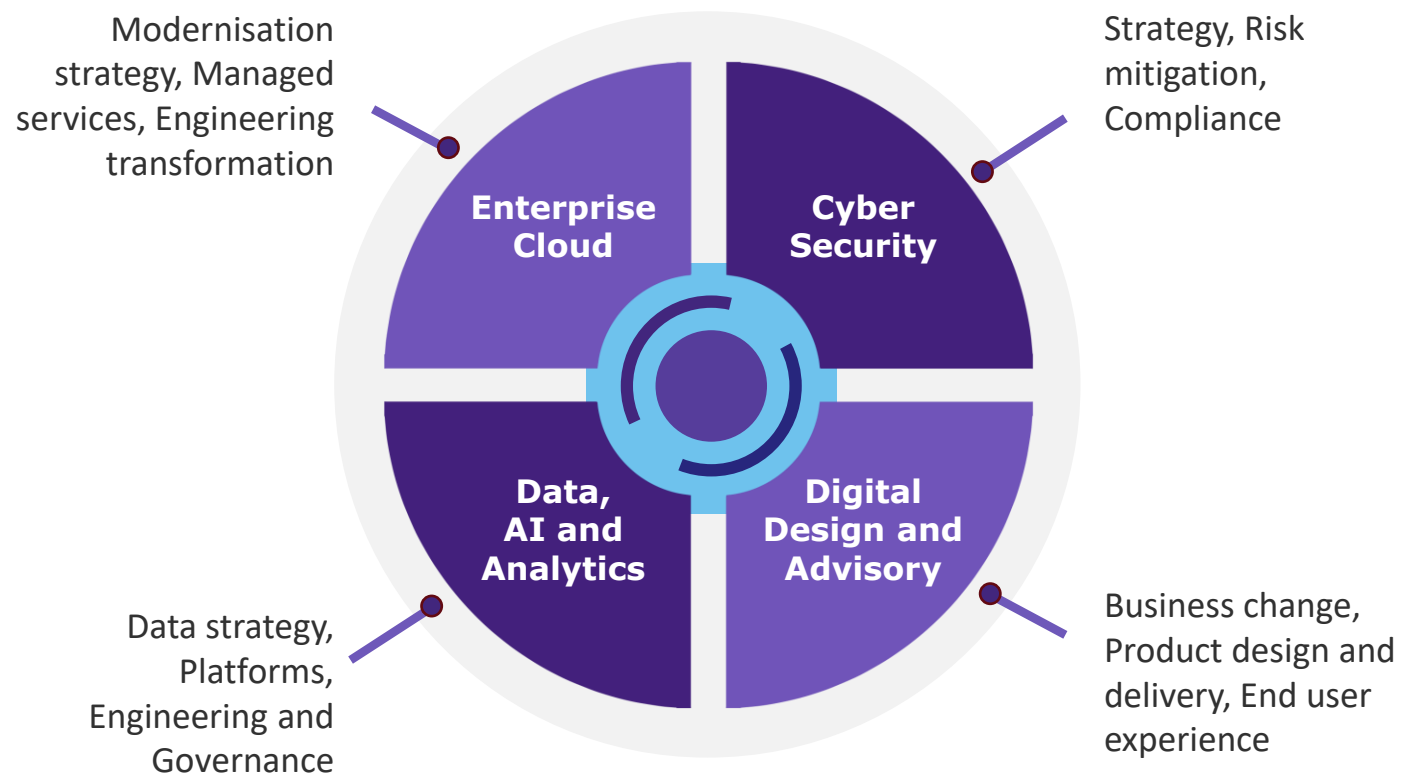methods **III** | servicenow.
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Empowering digital transformation

Our focus is on helping organisations modernise their IT architecture, systems, strategy, and operating models, applying our skills from across the Methods group.

We are a UK technology consultancy that integrates strategy, data, cyber, and cloud services to drive digital innovation.

We connect strategy to execution, helping our clients to strengthen their core capabilities, scale with flexibility and create seamless digital experiences rapidly.

We provide full life-cycle support from strategy and product vision to design, build and test through to managed support and onwards to continuous improvement.

Modernisation strategy, Managed services, Engineering transformation

Strategy, Risk mitigation, Compliance

Enterprise Cloud

Cyber Security

Data, AI and Analytics

Digital Design and Advisory

Data strategy, Platforms, Engineering and Governance

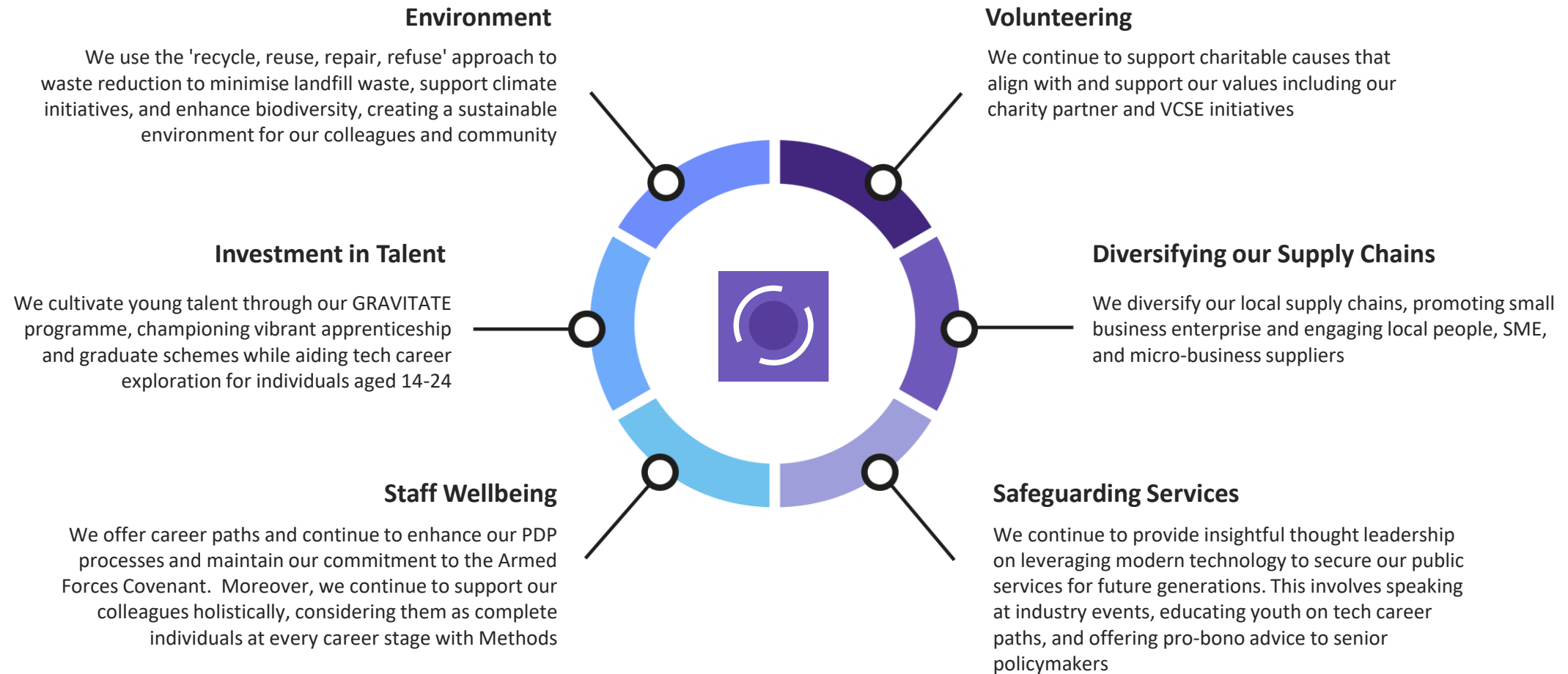Business change, Product design and delivery, End user experience

Accreditations and memberships

Making a difference

At Methods, we aim to create value through everything we do for our customers, our people, our communities and the planet.

Environment

We use the 'recycle, reuse, repair, refuse' approach to waste reduction to minimise landfill waste, support climate initiatives, and enhance biodiversity, creating a sustainable environment for our colleagues and community

Investment in Talent

We cultivate young talent through our GRAVITATE programme, championing vibrant apprenticeship and graduate schemes while aiding tech career exploration for individuals aged 14-24

Staff Wellbeing

We offer career paths and continue to enhance our PDP processes and maintain our commitment to the Armed Forces Covenant. Moreover, we continue to support our colleagues holistically, considering them as complete individuals at every career stage with Methods

Volunteering

We continue to support charitable causes that align with and support our values including our charity partner and VCSE initiatives

Diversifying our Supply Chains

We diversify our local supply chains, promoting small business enterprise and engaging local people, SME, and micro-business suppliers

Safeguarding Services

We continue to provide insightful thought leadership on leveraging modern technology to secure our public services for future generations. This involves speaking at industry events, educating youth on tech career paths, and offering pro-bono advice to senior policymakers

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Digital transformation challenges

Organisations often struggle to deliver the digital transformation that will ensure resilience and effective service delivery to drive operational excellence.

This can be due to siloed, poor-quality data and systems, resulting in data loss, repetition, and a lack of communication.

This in turn causes challenges in orchestrating the processes necessary to complete work, service employees and citizens, and do it in a way that is flexible, scalable, fast, and built to last.
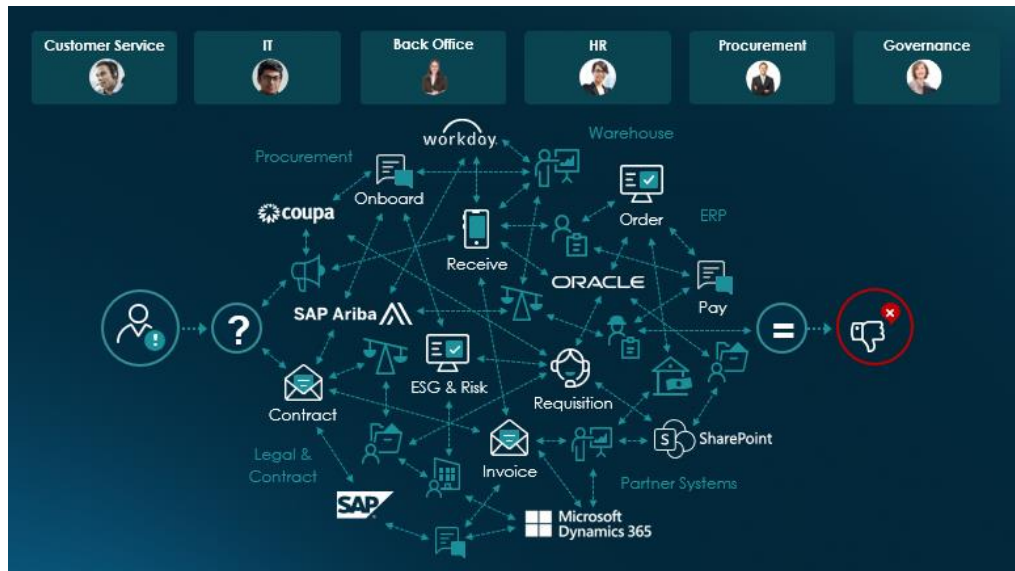
Manual and unstructured processes

Shared inboxes and spreadsheets

Complex and costly legacy systems

Teams doing "swivel chair" data entry

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Digital connectivity across the enterprise

ServiceNow connects people, processes, data and systems with a single data model, omni-channel engagement, packaged workflows and AI capabilities to:

✓ Remove manual and unstructured activities ✓ Enhance cross-team collaboration ✓ Remove complexities ✓ Reduce cost
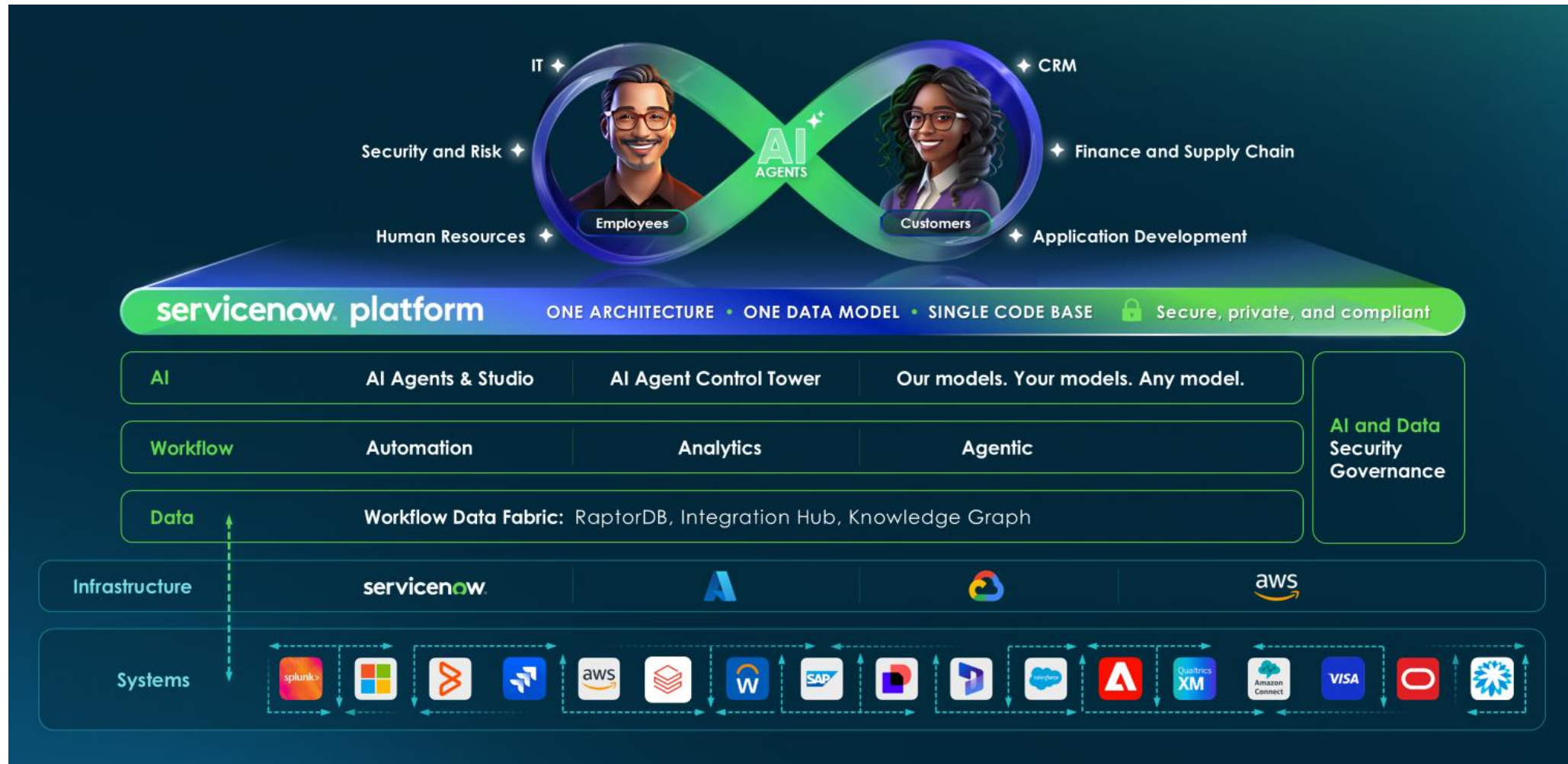
ServiceNow at-a-glance

Company

$10.65 Bln
FY24 Subscription Revenues

22.5%
YoY constant currency growth

~25%
Total R&D expenditure vs Subscription Revenues FY23
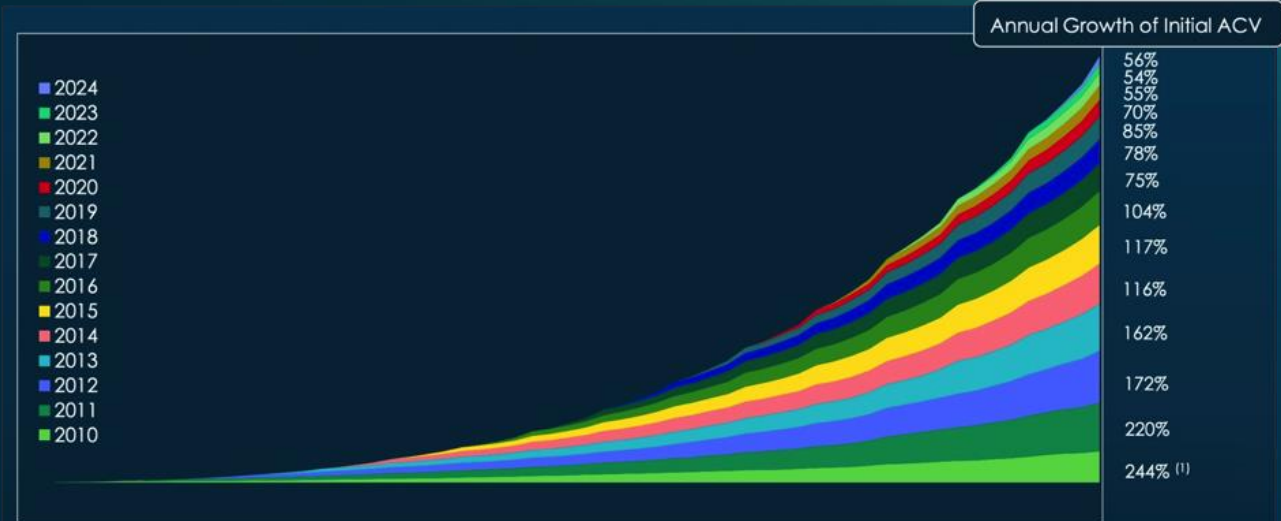
26,200+
Employees (Q4, 2024)

Commitments

Forbes MOST TRUSTED COMPANIES IN AMERICA 2025

THE AMERICAN OPPORTUNITY INDEX 2024 EMPLOYER OF CHOICE

FAST COMPANY BEST WORKPLACES FOR INNOVATORS 2024

FORTUNE WORLD'S MOST ADMIRED COMPANIES 2025

Customers

~8400
Customers

98%
Renewal Rate Q4 2024

85%+
Of the Fortune 500 use ServiceNow

Annual Growth of Initial ACV

- 2024
- 2023
- 2022
- 2021
- 2020
- 2019
- 2018
- 2017
- 2016
- 2015
- 2014
- 2013
- 2012
- 2011
- 2010

56%
54%
55%
70%
85%
78%
75%
104%
117%
116%
162%
172%
220%
244% [1]

Analyst Recognition

Gartner®

A Leader
- 2024 Magic Quadrant™ for Artificial Intelligence Applications in IT Service Management
- 2024 Magic Quadrant™ for Enterprise Low-Code Application Platforms
- 2024 Magic Quadrant™ for CRM Customer Engagement Center (CEC)

A Visionary
- 2024 Magic Quadrant™ for Robotic Process Automation
- 2024 Magic Quadrant™ for Observability Platforms

Forrester®

A Leader
- The Forrester Wave™: Software Asset Management, Q1 2025
- The Forrester Wave™: Task-Centric Automation Software, Q4 2024
- The Forrester Wave™: P&C Claims Management Systems, Q2 2024
- The Forrester Wave™: Strategic Portfolio Management Tools, Q2 2024
- The Forrester Wave™: Customer Service Solutions, Q1 2024
- The Forrester Wave™: Third-Party Risk Management Platforms, Q1 2024
- The Forrester Wave™: Digital Process Automation, Q4 2023
- The Forrester Wave™: Enterprise Service Management, Q4 2023
- The Forrester Wave™: Governance, Risk, And Compliance Platforms, Q4 2023
- The Forrester Wave™: Low-Code Dev Platforms For Pro Developers, Q2 2023
- The Forrester Wave™: Process-Centric AI For IT Operations (AIOps), Q2 2023

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Driving digital transformation with ServiceNow

Methods is a part of the global partner eco-system, being both a trusted Reseller and Elite Consulting & Implementation partner.

We deliver flexible, scalable solutions across the ServiceNow platform, using experienced, certified resources, working collaboratively with our customers and other 3rd Parties to ensure consistent delivery excellence.

Methods' goal is enabling organisations to:
- ✓ Optimise processes
- ✓ Maximise productivity
- ✓ Minimise waste

We help our customers to foster a culture of innovation, collaboration, and accountability.

Ultimately, this drives sustainable growth that maximises return on your ServiceNow investment.

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ELITE
Partner

Consulting & Implementation

Methods' focus is on delivering business outcomes, and we work with our customers to drive operational excellence, adopting a pragmatic approach, centred around three main themes:
- Why do we need to change?
- What shall we change and when?
- How will we measure change success?

Our delivery methodology is aligned to ServiceNow's Now Create framework, that provides a collection of processes and assets, to ensure successful outcomes for implementations and upgrades.

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ServiceNow Service Offerings

Licencing

Ensures you have the licencing required to deliver your complex ICT portfolios, programmes, and projects. We do this by understanding your licencing requirements, making impartial recommendations on licence options, and negotiating cost-effective procurements on your behalf, taking advantage of competitive discounts.

Design and Implementation

Rapidly delivers organisational efficiency that saves on cost and transforms Service Delivery within your organisation, streamlining current processes, automating common repetitive tasks, and delivering a single system of record.

Test and Assurance

Provides scalable testing and assurance services to enable ripple-free delivery combined with consistent quality throughout the release lifecycle, from requirement creation through to user acceptance and operational readiness.

Support Services

A range of flexible ServiceNow support services to suit all budgets, scaling from platform maintenance to continual improvement initiatives, ensuring optimal utilisation and alignment with organisational objectives.

Adoption and Health Assessment

An objective expert insight into the adoption of your platform compared to your licencing subscription, and the health of your production instance configuration, and tailored recommendations to maximise ROI on your ServiceNow investment and optimise platform functionality.

Roadmap Development

A collaborative engagement to define and prioritise objectives to create a phased roadmap tailored to your needs. With a structured timeline and clear milestones, the output enables maximisation of the ROI on your ServiceNow investment aligned to organisational goals.

Platform Remediation vs Reimplementation Assessment

An independent review of your instance to identify customisations and deviations from best practices, and to provide a recommendation for a remediation or reimplementation approach to optimise processes, enhance platform health, and further enable your digital transformation across the entire organisation.

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Client Success and Testimonials

Transformed the Home Office's DDaT Live Services organisation through the design of a new service model, ServiceNow implementation and business change support.

Significantly reduced risk to live services and enhanced the end user experience at HMCTS by introducing ServiceNow testing governance, providing Test and Regression Scripts, and later evolving the capability with the Automated Testing Framework.

During the COVID-19 pandemic, rapidly established a robust and scalable ServiceNow platform for the UKHSA (formerly Test and Trace) to effectively respond to the UK's evolving public health demands.

Whilst continuing to provide BAU support for the platform, we worked collaboratively with UKHSA to reimplement the CMDB and implement ServiceNow's Common Service Data Model (CSDM), ensuring a strong foundation for future success for their roadmap and strategic objectives.

"Excellent knowledge of the product, sensible balance of approach to improve the system whilst removing technical debt where practical."

"Project was delivered smoothly and timely, works really well. No issues, defects, incidents occurred. AI search is helping to deliver an improved search experience to end users."

"Ease of understanding requirements and delivering solution that met the organisation needs and process operating model."

"Well organised project, stayed fully on track, defects/issues all caught in test or earlier, smooth live upgrade with no post upgrade issues."

"Expectations were set realistically; communications were concise and targeted. A seamless experience for the wider business."

"This work sets UKHSA up for continued success as we move forward with Discovery, Service Mapping, and HAM. A great piece of work that reflects the strength of the partnership and our shared focus on delivering strategic value."

Summary

ServiceNow is the AI platform for end-to-end digital transformation

ServiceNow enables efficiency and growth to drive operational excellence, sitting over all the data and processes in an organisation to:

- ✓ Empower employees and customers with intuitive and simplified experiences, and unified data.

- ✓ Drive efficiency and optimisation with pre-built workflow solutions.

- ✓ Create visibility, adaptability, and speed with a low-code, intelligent platform.

EXPERIENCE LAYER

| Customer Portal | Messenger | Virtual Agent | Live Chat | Teams/Copilot/Slack | Walk-up Experience | Employee Center | Mobile | Workspaces | Sidebar Chat |

WORKFLOW APPLICATIONS

CRM	IT	Human Resources	Security & Risk	Finance and Supply Chain	Application Development
Customer Service Mgmt	IT Service Mgmt	HR Service Delivery	Security Operations	Sourcing & Procurement Ops	App Engine
Field Service Mgmt	IT Operations Mgmt	Talent Development	Integrated Risk Mgmt	Supplier Lifecycle Operations	Now Assist for Creator
Sales and Order Mgmt	Software Asset Mgmt	Workplace Service Delivery	Privacy Mgmt	Accounts Payable Operations	Workflow Data Fabric
Industry Workflows	Hardware Asset Mgmt	Health & Safety	Third-party Risk Mgmt		Boomi API Mgmt
Financial Services	Enterprise Asset Mgmt	Legal Service Delivery	Business Continuity Mgmt		Stream connect for Kafka
Telecom, Media & Technology	OT Management		ESG Mgmt & Reporting		App Engine for ERP
Technology Service Providers	Enterprise Architecture				
Public Sector Digital Services	Strategic Portfolio Mgmt				
Manufacturing					
Retail					
Healthcare & Life sciences					

IMPACT

PLATFORM CORE

Workflows / Data / AI	Core Services & Analytics	Artificial Intelligence	Admin & Configuration	Integration Services	Security and Compliance
	Service Catalog	Now Assist Skill Kit	ServiceNow Studio	Integration Hub	ACL & Roles
	Knowledge Mgmt	Now Assist for Virtual Agent	Web UI & Mobile Builder	Web services	LDAP Integration
	Service Level Mgmt	Now Assist Panel	ServiceNow IDE	Import & Export	ServiceNow Security Center
	AI Search	Now Assist for Search	Workflow Studio	Inbound Email	Multi-factor authentication
	Platform Analytics	Generative AI Controller	Advanced Work Assignment	Embedded Integrations	Antivirus Scanning
	Now Assist Analytics	Now Assist Data Kit	Automated Test Framework	Instance data replication	Deny unless
	CMDB / CSDM	Now Assist Guardian	Seamless upgrades	Service Bridge	Subscription Mgmt
	RaptorDB Professional	AI Agents	Domain Separation		Platform Encryption & Vault
	Process Mining	Predictive Intelligence	Knowledge Graph Designer		

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Methods as your strategic partner

Methods is an experienced transformation partner with a focus on Operational Excellence.

We combine our ServiceNow capability with our wider organisational expertise, enabling us to work closely with you, aligning people, processes, and tools to provide business focused solutions.

30+ Years empowering digital transformation
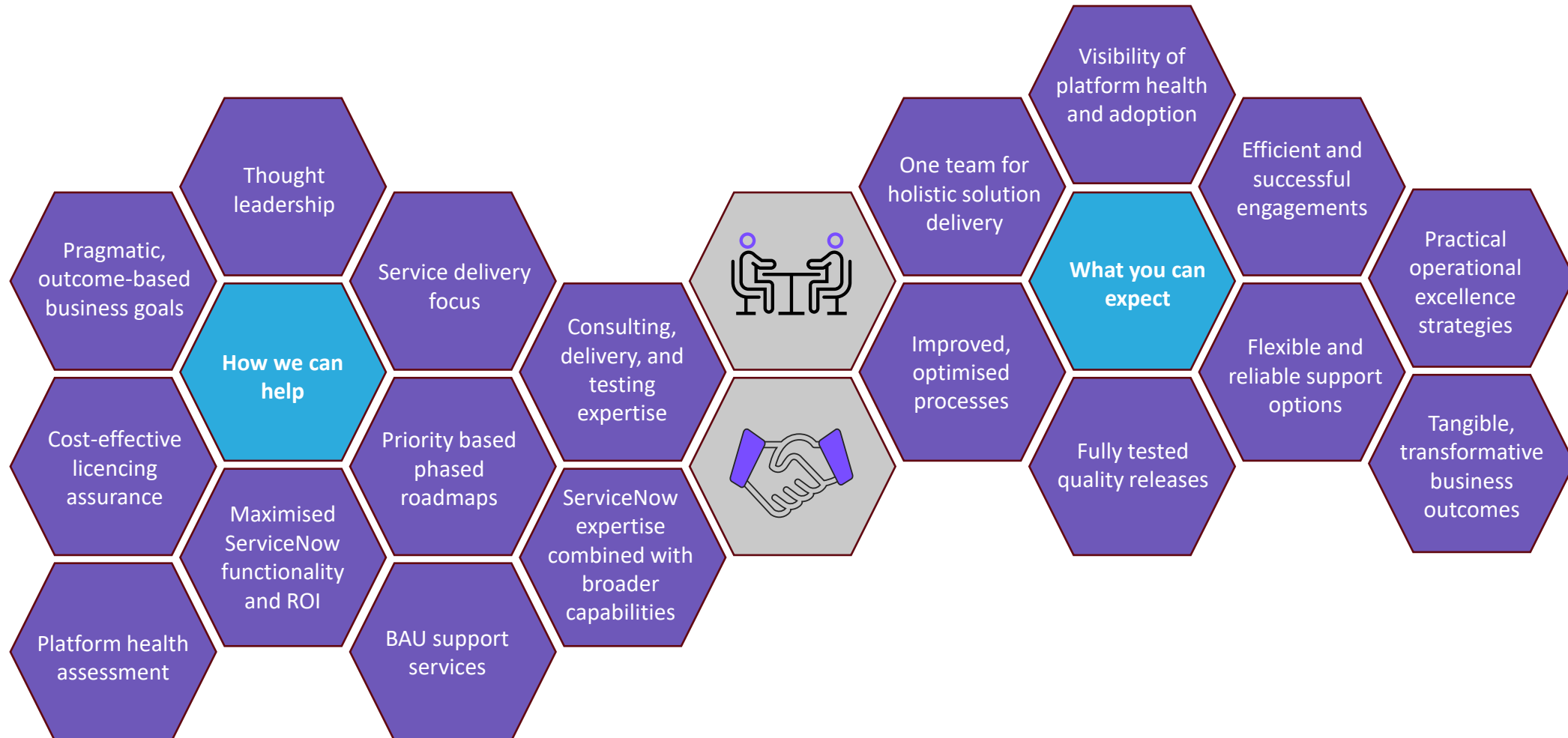
2500+ Clients in our portfolio

4.7 ServiceNow CSAT *(out of 5)*

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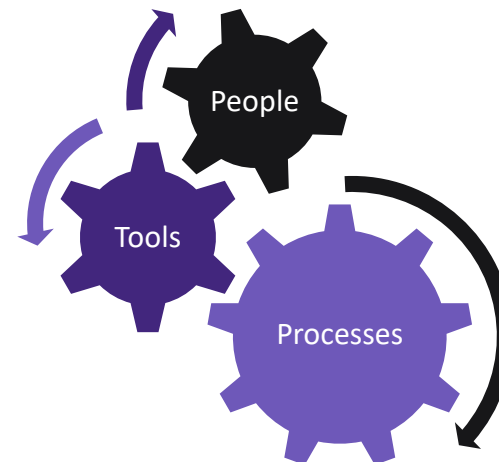
Realising the benefits with Methods and ServiceNow

We provide thought leadership and delivery excellence to support your operational excellence goals, with a pragmatic approach, working with you to achieve tangible business outcomes with the AI platform digital transformation.

How we can help
- Thought leadership
- Service delivery focus
- Pragmatic, outcome-based business goals
- Cost-effective licencing assurance
- Maximised ServiceNow functionality and ROI
- Priority based phased roadmaps
- Consulting, delivery, and testing expertise
- ServiceNow expertise combined with broader capabilities
- BAU support services
- Platform health assessment

What you can expect
- Visibility of platform health and adoption
- One team for holistic solution delivery
- Efficient and successful engagements
- Improved, optimised processes
- Practical operational excellence strategies
- Flexible and reliable support options
- Fully tested quality releases
- Tangible, transformative business outcomes

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