

HCLTech | servicenow®

# HCLTech's ValueNow program

Value-focused assessment for  
leveraging ServiceNow excellence



# Introduction

Navigating the ever-evolving landscape of modern business presents a series of formidable challenges, each requiring careful navigation and strategic foresight. Critical issues that demand immediate attention and effective solutions lie at the forefront of these obstacles.

- **The lack of innovation and agility** within organizational processes can stifle creativity and hinder swift responses to market dynamics.
- Concurrently, **existing deployments often face performance bottlenecks**, hindering operational efficiency and user and customer experiences.
- **Ensuring alignment with evolving business goals** is paramount, as platforms must continuously adapt to meet changing objectives.

Moreover, business growth often leads to the **accumulation of technical debt stemming from complex, heavily customized systems** that become increasingly difficult to manage. Amidst these complexities, the imperative of maintaining **robust security measures and compliance standards** cannot be overstated, as the stakes for operational integrity and trust have never been higher.

This brochure explores these challenges in-depth, offering actionable insights and innovative solutions to empower organizations to overcome these obstacles and unlock their full potential.

## Redefining a new age of excellence with HCLTech's ValueNow Program

Introducing HCLTech's ValueNow program, a value-focused assessment for leveraging ServiceNow excellence. This initiative presents a holistic solution for organizations aiming to optimize their ServiceNow platform, thus elevating various persona-based experiences driven by the platform.

Our program distinguishes itself with its meticulous scrutiny of platform configurations, workflows and integrations, tackling the complexities of platform intricacies, performance hurdles, alignment with industry benchmarks, optimum utilization of AI and GenAI capabilities and maintaining environmental standards, with a focus on sustainable planet, product and technology.

We adopt a targeted approach to facilitate AI/ML-led automation and GenAI-based use case deployments, ensuring an elevated, enriched, personalized experience for everyone, regardless of their respective personas.

Through in-depth assessment and strategic guidance, ValueNow empowers you to unleash the full potential of your ServiceNow investment, enhancing efficiency, agility, user satisfaction and experiences across all touchpoints.

Embark on a journey to platform excellence with HCLTech's ValueNow program, where each insight paves the way for transformative action.

# The ValueNow program is powered by four key principles known as **ACES**



## **Assess**

Do you have the right assessment approach for your ServiceNow environment?

## **Change**

Have you defined the right change strategy to suit your business' long-term vision and mission?

## **Enhance**

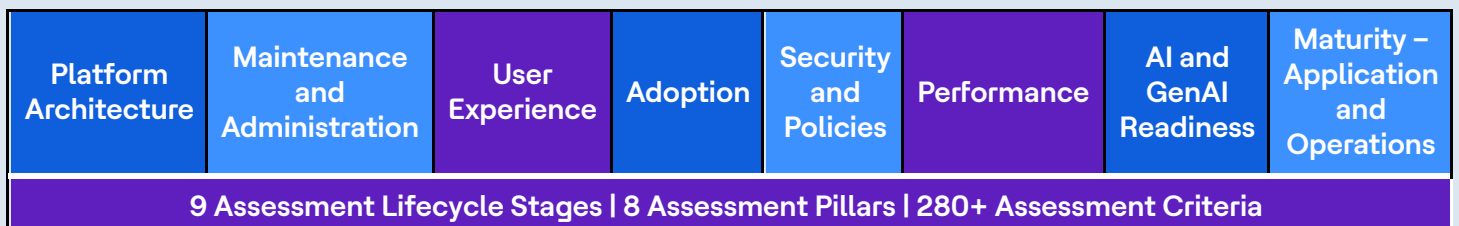
Suggest AI and GenAI-based enhancements as part of the assessment strategy.

## **Sustain**

Devise a sustainable platform encompassing sustainable technologies and ESG responsibilities.

## Key pillars of the ValueNow program

The multidimensional framework explores eight key areas to help you maximize the value of your ServiceNow investments. Leveraging this framework, enterprises can achieve operational excellence, enhance agility and drive innovation.



## ValueNow program benefits



The following benefits are delivered when you successfully run HCLTech's ValueNow Program in your organization:

- Measures ServiceNow maturity
- Drives IT consumerization
- Improves business-IT alignment
- Establishes GenAI IT operations
- Initiates task prioritization and sequencing
- Delivers sustainable IT

# Assessment lifecycle

We believe tailoring the ValueNow program to your unique environment, requirements and industry vertical is essential to program success. Nevertheless, we outline below a standard assessment lifecycle that can be adopted as the first step toward a tailored ValueNow program. The Assessment lifecycle is typically comprised of nine stages:

## 1. Project kickoff:

We start by understanding your business requirements, identifying stakeholders and finalizing the project plan.

## 2. Assessment:

Evaluation of the current as-is capabilities of the ServiceNow platform, processes, architecture, user adoption, license and AI/GenAI readiness.

## 3. Conduct interviews:

Engage with functional representatives for varied perspectives.

## 4. Expectation mapping:

Align and present mapped expectations to stakeholders.

## 5. Functional evaluation:

Evaluating data quality, infrastructure capabilities and organizational readiness is crucial for GenAI solutions.

## 6. Records and artifacts analysis:

Uncover operational gaps through meticulous



examination of the transactional data.

## 7. Highlighting challenges:

Consider platform, process, operational, environmental, risk and compliance challenges.

## 8. Drafting ValueNow report:

Compile findings and recommendations into a comprehensive report.

## 9. Final ValueNow report:

Present the final report for stakeholder review and sign-off.



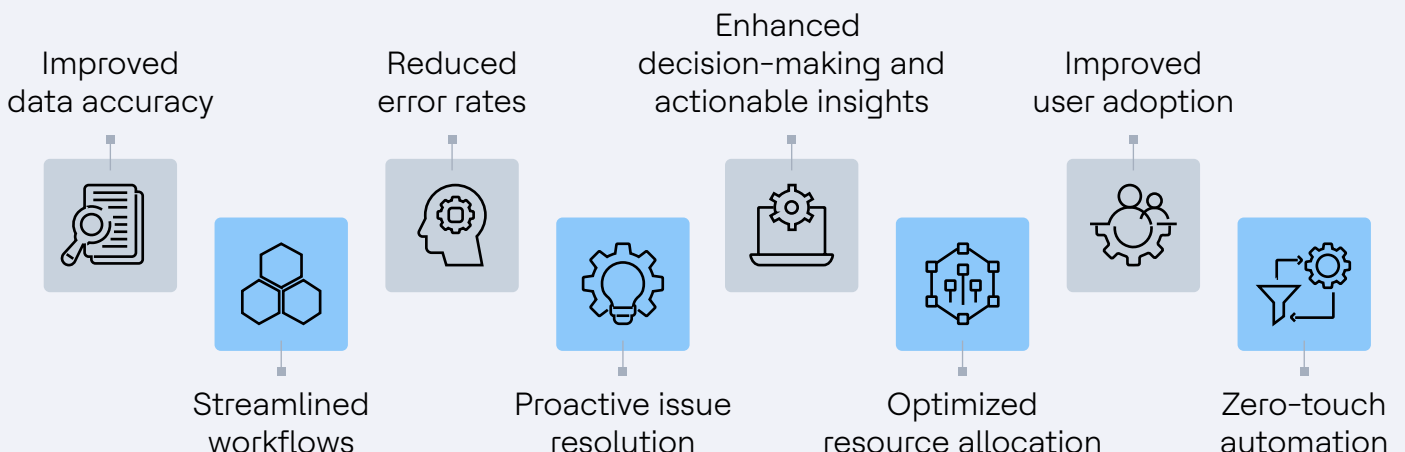
# Impact of HCLTech's recommendations

The HCLTech ValueNow program is designed and focused on continually enhancing employee and customer experiences. After successfully implementing the recommendations made by the ValueNow program, your organization can achieve significant operational and business advantages. Here are some key benefits:

## Business benefits



## Operational benefits





## Why HCLTech

- 360-degree elite partnership for co-innovation and co-creation
- Industry-tailored solutions deliver business outcomes
- ServiceNow GenAI Labs
- Dedicated Customer Experience Centers
- Access to training, matchmaking tools and beta-release product version
- GenAI-powered offerings and value frameworks to elevate experiences at all business touchpoints
- Global presence to deliver value for customers across all geographies
- Large pool of skilled and certified resources to manage client business demands
- A focused CoE is working towards creating industry vertical solutions for global clients

Talk to our experts

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Progress™

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