

ServiceNow

capability and offerings overview.



our capability - ServiceNow



advisory
consulting



user
experience



solution
design



implemen-
tation



testing and
deployment



application
value
maintenance

Technology workflows

- IT Services Management
- IT Operations Management
- IT Asset Management
- Application Portfolio Management

Employee workflows

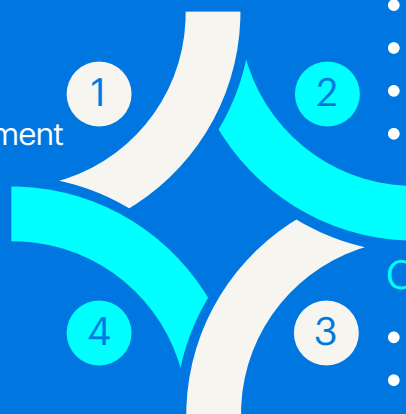
- HR Service Delivery
- Employee Growth and Development
- Workplace Service Delivery
- Legal Service Delivery

Industry workflows

- Financial Services Ops
- Supplier Lifecycle Mgmt
- Clinical Device Mgmt
- Healthcare and Life Science Services
- Telco Services

Customer workflows

- Customer Service Management
- Field Service Management
- Sales and Order Management
- Procurement Operations



Now Assist Gen AI

Platform development

Analytics

Integration hub

learn more about our capabilities www.randstaddigital.com/randstad-digital-knowledge-2025/

ServiceNow featured offerings

1. SPARC

Unlock the full potential of your ServiceNow investment.

2. Nimble Desk

Modernized service portal with AI driven user experience.

3. Smart Sense

AI powered event management and predictive ops for ITOM/CMDB.

4. AutoServ

Enhance service efficiency using Gen AI virtual agent.

5. Talentflo

Streamline end to end talent lifecycle.

4. ServiceNow managed services

Maximize system performance with tailored support.



SPARC - ServiceNow platform value management framework.



overview:

Structured, data-driven approach to assess your current state, identify improvement opportunities, and define a strategic roadmap.

Skills

Do you have right servicenow skills to support your transformation journey?

Platform

Is your platform fit-for-use to enable you in achieving your goals?

Automation

Are you utilizing ServiceNow capabilities to achieve your automation goals?

ROI

Are you able to measure the value of your servicenow program?

Cost

Is your platform cost effective?



Nimble Desk - AI powered modernized ServiceNow portal.



overview:

A modernized ServiceNow Service Portal powered by Virtual Agent and Now Assist, enhancing self-service for end users and equipping service desk users with AI-driven capabilities for faster and effective issue resolution.

key features

Unified and personalized portal experience

Intelligent service catalog

AI powered virtual agent

Automated self service and shift left

Proactive issue management

For end users

- Omnichannel access with multi language support
- 24/7 Virtual Agent for issue resolution and self-service
- Guided request wizards and content recommendations
- Proactive notifications for potential issues

For service agents

- Real time access to tickets and asset data
- Automation of routine tasks and common requests
- Predictive intelligence for ticket summarization and recommendations
- Proactive ITOM integration for faster issue resolution

Smart Sense - transform IT Ops with AI driven insights.



overview:

AI-powered ITOM and event management solution that transforms noisy alerts into actionable insights, enabling proactive issue resolution and resilient, business-aware operations.



AI driven operational intelligence to detect patterns, reduce noise & surface actionable insight.



Align IT operations with business priorities using real-time service mapping.



Proactive incident prevention by identifying anomalies before they impact end users.



Automate remediation through intelligent workflows that scales across environments.

key features

AI powered event correlation and noise reduction

Predictive anomaly detection

Dynamic service mapping & business impact awareness

Automated remediation

Unified observability hub with Gen AI insights

AutoServ - Gen AI powered ServiceNow virtual agent

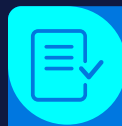


overview:

A Gen AI powered virtual agent providing intelligent, conversational assistance to help end users and agents access information, make decisions, and complete tasks with ease.



Instant self service through intelligent automated conversations



Leverages NLU to deliver real-time, context-aware responses to user inputs



Automation of routine tasks to enable employees focus on value added activities



powered by ServiceNow Virtual Agent + Now Platform

For end users

- Conversation driven self service
- AI powered knowledge search
- Omnichannel engagement

For service agents

- Task management through virtual agents
- Live agent routing
- No code conversation builder

Talentflo - holistic solution for talent lifecycle management

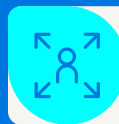


overview:

Transform talent lifecycle management with predictive analytics and GenAI, delivering real-time insights for smarter decisions across hiring, onboarding, and probation performance.



Smart recommendations for talent gaps



Gen AI powered decision support for shortlisting, sourcing, onboarding talent



Unified platform to streamline talent journey



Strategic workforce enablement to gain a competitive edge

Key features of the offering

- Predictive analytics for hiring decisions
- Process automation to streamline recruitment processes
- Integrated talent management platform - hire, onboard, talent development, offboard
- Integration with ATS & ServiceNow HRSD

ServiceNow application managed services



overview:

Delivers ongoing maintenance and enhancement of ServiceNow applications through a best-in-class run model, ensuring issue resolution, compliance, and alignment with evolving business needs.



Track and resolve incidents, service requests, minor enhancements, manage IT assets, define and monitor SLAs etc.



Scalable Core-flex model balancing steady operations with on-demand expertise



Best-in-class run model driven by a transformation office, dedicated run team, and RD enablers to maximize ServiceNow value

key differentiators

Complimentary SPARC assessments

Best in class run model

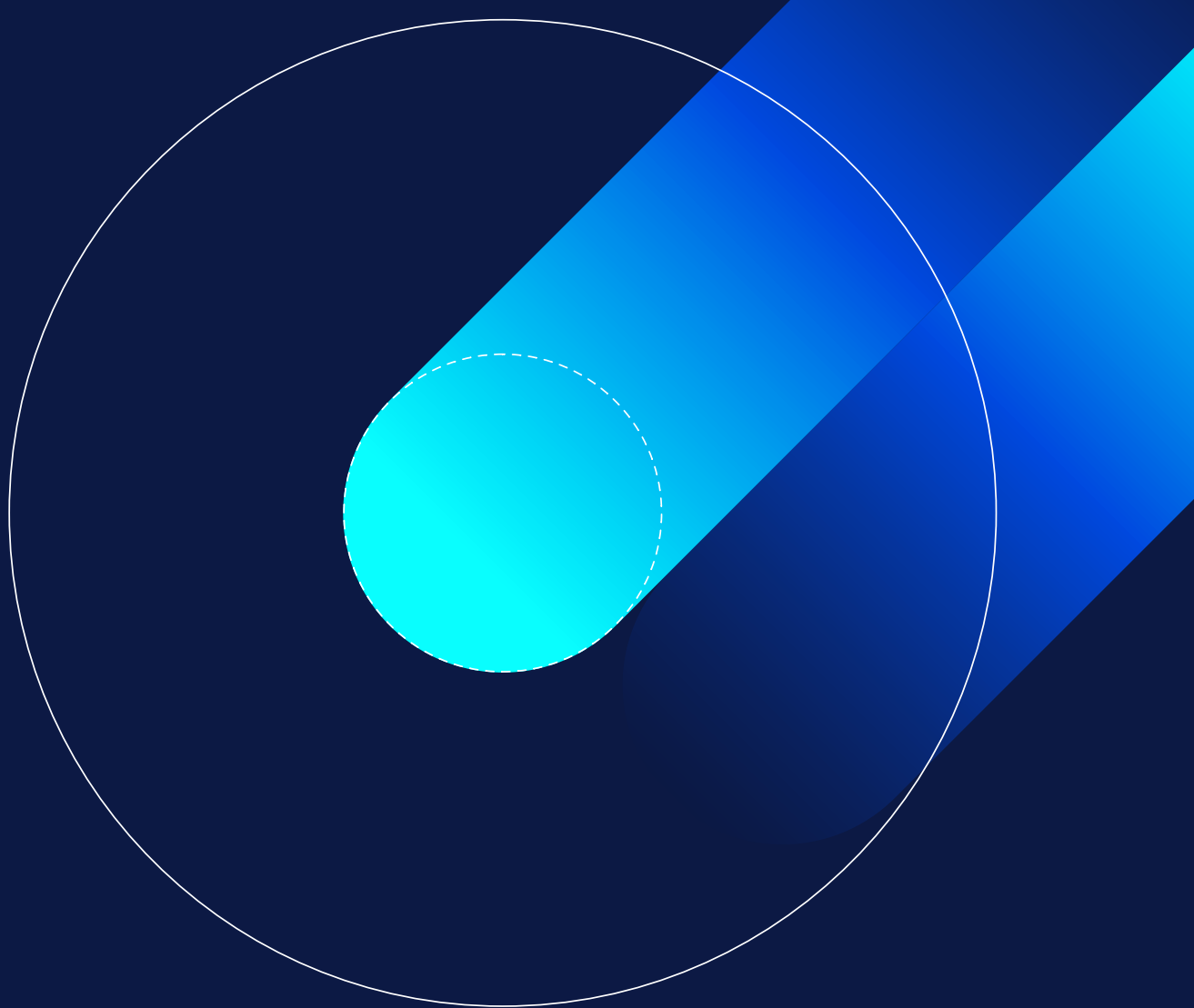
CoE support for new enhancements

Seamless transition methodology

Change management and user adoption

Driving automation and continuous improvements





about randstad digital?

Randstad Digital is a trusted digital enablement partner that facilitates accelerated transformation for businesses by providing global talent, capacity, and solutions across specialized domains. Our digital talent solutions allow you to seamlessly scale your team while connecting you with skilled professionals around the world who align with your chosen technologies. Our focus lies in managed programs, and we empower businesses to move at speed and achieve goals efficiently. We support four service lines, including customer experience, cloud & infrastructure, data & analytics, and digital & product engineering in addition to three engagement models, including talent services, global delivery centers and managed solutions.

For more information, see www.randstaddigital.com/randstad-digital-knowledge-2025/

Looking to maximize your investments using ServiceNow's virtual agent?
[contact us](#) to know more.

