

Mozaic have various ServiceNow platform support models, therefore allowing Mozaic to have a support model that meets an organisation's requirement to deliver effective and efficient support, configuration and development of the ServiceNow platform.

Is it for my organisation?

Many organisations are finding it difficult to attract and retain technical ServiceNow resources, or deal with increased project demand. This leads to poor support and on-going development of the ServiceNow platform. A poorly supported platform quickly gets out of date and enhancements get backed up and delayed. Mozaic has developed several support models that allow organisations to maintain support of the ServiceNow platform, react quickly to changing demands, and continue to deliver ongoing development, all while maintaining high quality services and managing costs. Mozaic are sure to have a service that meets your organisation's support needs, either as a supplied service or resource supply.

If you already have a support arrangement, or looking to renew, Mozaic can undertake an independent support assessment that ensures you have your support requirements fully detailed, which will enable the selection of the right model, and partner, to meet your organisation's needs.

Our support offerings

Mozaic have developed several ServiceNow support models which can be supplied as a service to your organisation. Mozaic will work directly with you to ensure the right model is selected, and that the model delivered will meet operational and development needs of the support of your ServiceNow platform. Our support offerings have been formalised to ensure that high quality and reduced costs are delivered.

To include;

- Dedicated resources, from 1 resource to a team of many
- Flexible in remote and onsite delivery
- Covers Administration through to major enhancement projects
- All UK based certified resources
- Can be expanded to include other roles, such as Project Managers, Business Analyst's, Architects, Solution Consultants and testers
- Includes ServiceNow Major Release Management & Support
- Fixed Price and with no minimum commitment

Mozaic can also arrange support on a call off basis for those organisations needing the ability to have technical cover. Mozaic can also supply 24/7 support in conjunction with our offshore partner. If your organisation already has a support function, but needs additional supplementary support during periods of high service, or project, demand, we can fulfil this type of supplementary support with our rapid stand up model. This model allows Mozaic to familiarise our resources with your ServiceNow platform quickly, so we can support your ServiceNow instances alongside existing support resources during periods of high demand.

Contact us

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What's my best option?

It's clear that every ServiceNow implementation needs operational support and in many cases continued enhancement delivery. Mozaic's philosophy is to empower the customer and ensure they can be self-supporting. Mozaic will help your organisation select the right support model for your business, ensuring service quality improves while reducing costs. In some cases, employing Mozaic to deliver this function can be more cost effective.

Benefits to our customers

Typical benefits for our customers are;

- UK based certified resources
- Industrialised Development Release Schedules
- Increased Service and Enhancement delivery
- Improved flexibility to meet demand
- Improved & Fixed Priced ServiceNow Major releases
- Organisations resources can focus on other activities