

IBM and ServiceNow



Gold
Partner



Our Partnership

- **Joint Mission: Bring our solutions to our customers at light speed**
- 2014 – Journey started with WPP Mobility
- 2015 – IBM brought the largest New Logo to ServiceNow with DOW Chemical
- Dec 2016 - Signed Global Alliance Agreement
- What's in place: Reseller Agreement, Joint Marketing Agreement, Software Integration and Development Agreement, License Pre-buy Agreement
- Our Alliance combines the best of two Gartner Magic Quadrant Market Leaders
 - ServiceNow in IT Service Management
 - IBM in IT Workplace Services
- The Alliance focuses on Go-To-Market and Solution Development to provide a stronger value proposition to our mutual customers



Our Value to Clients

- Offers single point of contact for all service desk and services management transformations
- Seamless innovative technologies integration (Watson chat, analytics) drives better TCO
- Clients have several options to acquire ServiceNow licenses and implementation services from IBM Global Technology Services
 - Reseller License + Implementation consulting - Client Owned Desk
 - Manager Service Provider License + Manager Services – 1) Client Owned desk 2) Outsourced Service Desk
- Lower risks thanks to proven IBM track record and delivery capabilities
- Faster transition and transformation leveraging practices and "Quickstart" approach
- Additional flexibility with the "as-a-Service" solution delivery platform



Our Capabilities

- Over 120 certified resources
- Single point of contact for all service desk and solution delivery initiatives, leveraging analytics, cognitive and automation
- Over 2M IT help desk seats managed with ServiceNow. – Seats per client vary any where from 330,000 to less than 100.
- Over 20 ongoing implementation projects (2017 through 2020), in every major geography
- Expanding relationship includes System Services (Hybrid Cloud, ITOM), Security, Consulting Services (HR, ERM)
- By end of 2020 IBM will have over 35,000 fulfillers supporting new internal business processes powered by ServiceNow

