









# Focus Managed Services

ServiceNow maintenance and management requires energy, time and resources. For that reason, more and more companies are outsourcing some or all of their managed services to allow their internal teams to focus on higher-impact business objectives.

Focus Managed Services provides organisations like yours with a scalable and cost-effective solution to free-up valuable resources. Our experts have intimate ServiceNow knowledge and are able to help you with routine services such as maintenance, support or remote administration or with more strategic areas such as technical architecture and governance to keep your system operating at maximum efficiency.

Focus Group Europe can help you optimize your service management and make the most from your investment in ServiceNow, while still keeping control of the strategy, processes, SLAs and other standards that are important to you.

## Benefits

-  Optimise resources
-  Mitigate risk
-  Save time and money
-  Ensure operating efficiency
-  Keep control of SLAs
-  Improve end-user experience

## Our Managed Services can help you in the following areas:



Ongoing support



Regular Maintenance



Remote administration



Onsite technical support



Continual service improvement



End-to-end upgrade management



Technical and architecture governance

