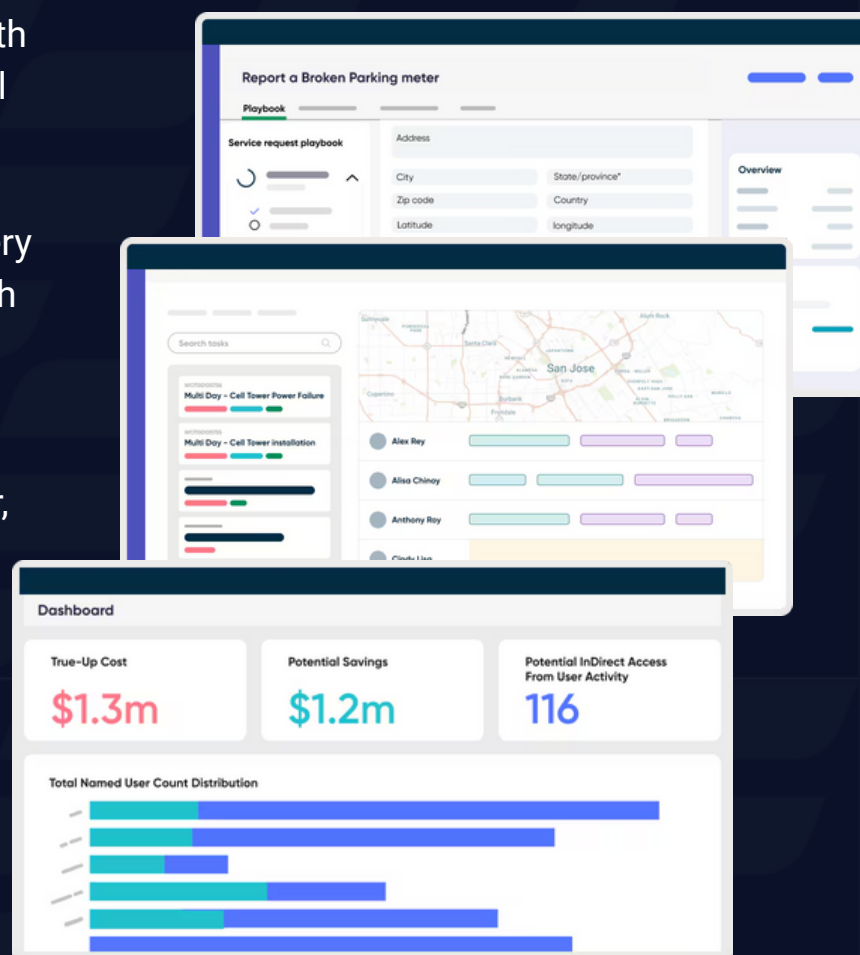


Modernizing Government IT with ServiceNow: Reducing Total Cost of Ownership and Improving Service Delivery

Government agencies are facing an urgent mandate: shed the shackles of legacy IT to deliver faster, smarter, and more cost-effective services to citizens. Yet, the journey to modernization often contains hidden costs and operational complexities. ServiceNow offers a breakthrough solution: a unified, AI-powered cloud platform that centralizes IT, HR, customer service, and critical agency functions.

Discover how ServiceNow delivers both modernization and demonstrable Total Cost of Ownership (TCO) reductions, dramatically boosts operational efficiency, and redefines service delivery for federal and state agencies. Through concrete examples, including the transformative journey of AmeriCorps, we illustrate the measurable value ServiceNow brings to the public sector, proving that innovation can be both impactful and fiscally responsible.

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INTRODUCTION

For too long, government IT has been a labyrinth of fragmented systems, outdated tools, and ballooning maintenance expenses. This fragmented landscape creates deep silos, stifles innovation, and ultimately impedes the efficient delivery of essential public services. The imperative for a digital-first government demands a modern, scalable, and secure platform that can adapt to rapid change while upholding the highest standards of compliance and security. Enter ServiceNow. It's not just another software solution; it's a unified, cloud-native operational backbone that empowers agencies to consolidate disparate tools, automate complex workflows, and gain unprecedented, real-time visibility across their entire enterprise. With its agile, modular architecture and unparalleled extensibility, the ServiceNow Platform is purpose-built to evolve with an agency's needs, providing a truly future-proof foundation for digital transformation.

The True Cost of Inaction: Reducing TCO with ServiceNow

A superficial TCO analysis, focusing only on initial license fees, completely misses the mark. The true cost of enterprise software encompasses the entire lifecycle – from implementation and ongoing maintenance to staffing, hidden inefficiencies, and the opportunity cost of clinging to the status quo. ServiceNow doesn't just reduce TCO; it fundamentally transforms your cost structure by addressing these often-ignored financial drains.

Let's dive into how ServiceNow empowers government agencies to achieve a significantly lower and far more optimized TCO.

How ServiceNow Reduces Total Cost of Ownership (TCO)

Area	Impact	Proof Point
Tool Consolidation	Cuts licensing and infrastructure costs by replacing multiple point solutions with a unified platform.	AmeriCorps consolidated tools into ServiceNow's HAM and SAM modules, reducing costs and improving asset visibility.
Automation & Workflow Optimization	Reduces manual labor and increases workforce productivity through automated workflows.	FedTec and OPM used automated onboarding to reduce ITSM MTTR and improve efficiency.
Data-Driven Decision Making	Enables proactive operations and smarter investments through real-time analytics and dashboards.	AmeriCorps implemented Discovery and AIOps to prevent outages and improve resource allocation.
Asset & License Management	Prevents over-provisioning, reduces non-compliance risk, and optimizes software spend.	AmeriCorps moved from spreadsheets to real-time inventory with HAM/SAM and third-party integrations, right-sizing licenses and reducing costs.
Scalability & Cloud Advantage	Eliminates physical infrastructure costs and enables on-demand, elastic scalability with predictable pricing.	ServiceNow's SaaS model removes the need for capital-intensive IT infrastructure, improving agility and cost control.
AI & Self-Service	Deflects service desk demand and accelerates resolution through AI-powered virtual agents and self-service portals.	AmeriCorps and FedTec improved resolution times and reduced ticket volume using intelligent Virtual Agents and proactive knowledge management



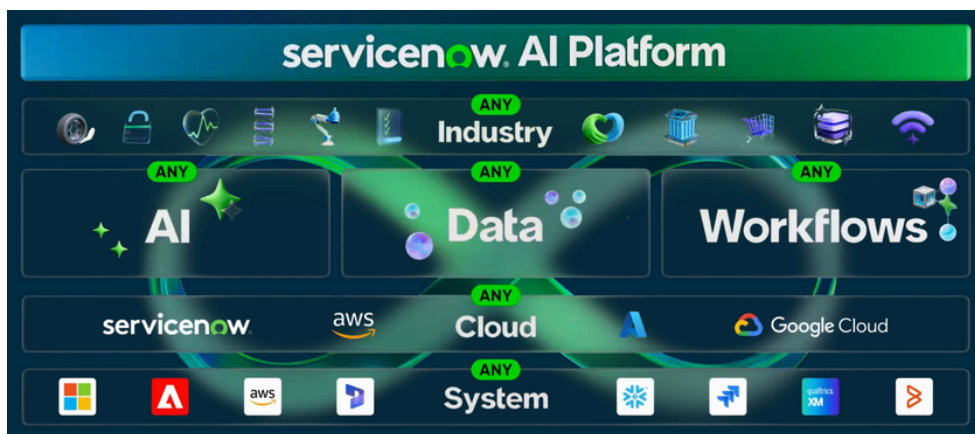
Tool Consolidation:

Unifying the Fragmented IT Landscape

The typical government IT environment is a sprawling collection of point solutions – separate tools for ITSM, ITOM, ITAM, HRSD, and more. Each carries its own licensing burden, infrastructure demands, and integration headaches. ServiceNow cuts through this complexity by providing a single, integrated platform.

- **Impact:** Drastically slashes software licensing costs, eliminates redundant infrastructure maintenance, and dissolves the intricate complexities of managing multiple vendor integrations.
- **Proof Point:** AmeriCorps vividly demonstrates this by successfully consolidating multiple asset management tools and vendor portals into ServiceNow's Hardware Asset Management (HAM) and Software Asset Management (SAM) modules. This wasn't just about simplification; it led to tangible savings and unparalleled asset visibility.

Automation & Workflow Optimization: Liberating Your Workforce



Manual, repetitive tasks are a relentless drain on government resources, translating directly into higher operational costs and sluggish service delivery. ServiceNow doesn't just automate; it intelligently orchestrates complex workflows across IT, HR, finance, and citizen services.

- **Impact:** Frees up your most valuable federal employees from mundane, low-value activities, allowing them to focus on mission-critical initiatives and strategic innovation. This directly translates into a leaner, more productive workforce and significantly reduced labor costs.
- **Proof Point:** FedTec, in partnership with OPM, implemented automated onboarding workflows that weren't just faster; they dramatically reduced ITSM Mean Time to Resolution (MTTR) for new employee setups, setting a new standard for efficiency.

Data-Driven Decision Making: From Reactive to Predictive

Operating without real-time insight into IT operations means constantly fighting fires – a costly and unsustainable approach. ServiceNow's native analytics, intuitive dashboards, and comprehensive performance metrics provide agencies with unprecedented, real-time operational visibility.

- **Impact:** Empowers proactive identification and swift resolution of issues, averting costly outages and ensuring optimal resource allocation. Better data isn't just about insights; it's about making smarter, more targeted investments that optimize every dollar spent.
- **Proof Point:** AmeriCorps leveraged ServiceNow Discovery and AIOps (Artificial Intelligence for IT Operations) to shift from reactive troubleshooting to proactive IT health management, preventing costly incidents before they impacted critical services.

Improved Asset and License Management: Maximizing Every Investment

Inaccurate tracking of hardware and software assets is a pervasive problem, leading to costly over-provisioning, underutilization, and crippling non-compliance fines. ServiceNow's comprehensive IT Asset Management (ITAM) suite provides a single, authoritative source of truth for all IT assets.

- **Impact:** Enables agencies to precisely track hardware and software inventory, meticulously manage entitlements, rigorously optimize license utilization, and significantly mitigate compliance risks. This proactive approach eliminates unnecessary purchases and avoids punitive penalties.
- **Proof Point:** AmeriCorps used to manage hardware and software in a spreadsheet resulting in manual management as well as no ways to validate true usage. Implemented with HAM, SAM together with integration with third party allowing for real-time inventory as well as able to right-size multiple licenses resulting in reduced cost for software licenses.

Scalability and Cloud Advantage: Agile Infrastructure, Predictable Costs

The burden of maintaining on-premises infrastructure for various systems – from hardware procurement and power consumption to cooling and dedicated IT staff – is immense. As a pure Software-as-a-Service (SaaS) platform, ServiceNow fundamentally shifts this colossal burden.

- **Impact:** Agencies gain the agility to scale their IT services on demand, without the prohibitive capital expenditure and ongoing operational costs associated with managing physical infrastructure. This elastic scalability means you only pay for the capacity you truly need, when you need it.
- **Proof Point:** ServiceNow is a SaaS platform running completely in secure cloud. They offer a commercial version as well as more secure FEDRAMP version sitting in government cloud. ServiceNow is fully certified for government use meeting many certification for HIPPA to NIST guidelines.

AI and Self-Service: Deflecting Demand, Accelerating Resolution

A high volume of routine inquiries and incidents relentlessly consumes valuable Service Desk resources. ServiceNow's embedded Artificial Intelligence (AI) and cutting-edge Natural Language Understanding (NLU) power intelligent Virtual Agents and intuitive self-service portals.

- **Impact:** Empowers employees and citizens to find answers and resolve common issues autonomously, dramatically reducing inbound ticket volume and freeing up Service Desk agents to tackle complex, high-value challenges. This strategic "shift left" not only slashes support costs but also accelerates resolution times, enhancing satisfaction for everyone.
- **Proof Point:** AmeriCorps saw tangible results with its Virtual Agents, which resolved a significant portion of common incidents, easing Service Desk workload and improving response times. FedTec takes this further by relentlessly building high-quality knowledge articles, leveraging AI/ML models and NLU-enabled Virtual Agents to deliver intelligent, context-aware responses. This proactive knowledge management approach supercharges chatbot effectiveness, drastically reduces call volume, and significantly boosts self-service resolution rates, often eliminating the need for costly L2 and L3 engineer involvement.

Core Power of the ServiceNow Platform

The Now Platform is more than just a collection of applications; it's a unified, intelligent operating system for government agencies, designed to drive enterprise-wide digital transformation:



- **Centralized Platform:** Unifies IT, HR, customer service, and all operational functions into one intuitive cloud interface, dissolving organizational silos and fostering seamless collaboration.



- **AI-Powered Intelligence:** Leverages advanced AI to predict outages, detect anomalies, prioritize work, and provide proactive, actionable insights across the entire enterprise.



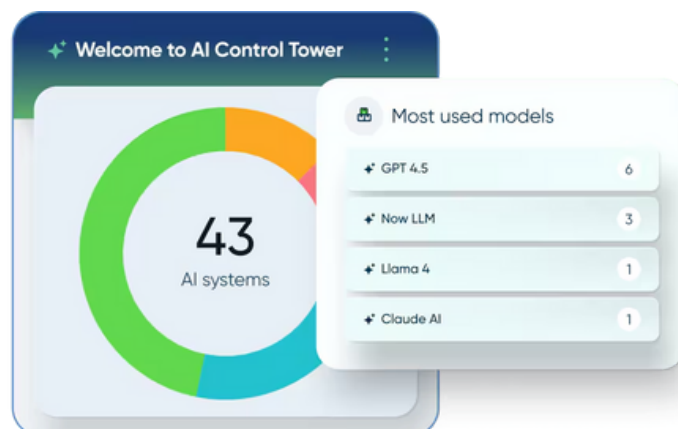
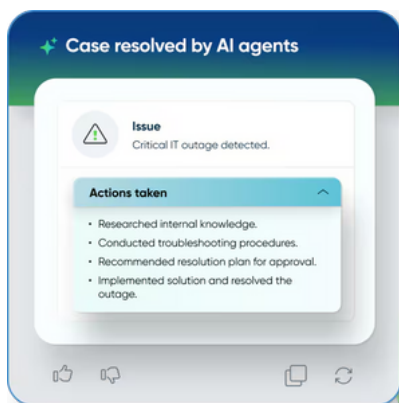
- **Low-Code/No-Code Development:** Empowers rapid creation and deployment of custom applications and workflows, accelerating innovation even for non-developers.



- **Integration Hub:** Connects effortlessly with existing legacy systems and crucial third-party applications, ensuring a cohesive and unified data landscape.



- **Comprehensive Application Suite:** A leading portfolio of industry-standard solutions, including:
 - IT Service Management (ITSM)
 - IT Operations Management (ITOM)
 - IT Asset Management (ITAM)
 - Customer Service Management (CSM)
 - HR Service Delivery (HRSD)
 - Governance, Risk, and Compliance (GRC)
 - Security Operations (SecOps)



Strategic Platform Administration: Unlocking Continuous Value

Effective ServiceNow administration isn't just about maintenance; it's about strategic stewardship that maximizes an agency's investment and ensures continuous value realization. Dedicated platform administrators are the architects of ongoing success, responsible for:

- **Supercharging Efficiency and Productivity:** Meticulously configuring workflows, automating complex approvals, and relentlessly optimizing business processes to eliminate friction and accelerate service delivery.
- **Fortifying Security and Compliance:** Implementing robust role-based access controls, deploying cutting-edge encryption, and establishing rigorous audit capabilities, all while vigilantly monitoring data security and ensuring unwavering compliance with federal standards (e.g., FedRAMP, FISMA).
- **Driving Business Value & Optimization:** Deeply analyzing performance data to pinpoint bottlenecks, strategically reduce operational costs, and consistently improve Service Level Agreements (SLAs). This includes proactive license monitoring, actively soliciting user feedback, and rigorous adoption tracking.
- **Elevating Self-Service & User Experience:** Customizing the Employee Center, refining Virtual Agents, and optimizing knowledge portals to deliver a seamless, intuitive user experience that boosts adoption and satisfaction through a consistent, engaging UI.

The ServiceNow Upgrade & Administration Lifecycle: A Commitment to Future-Proofing

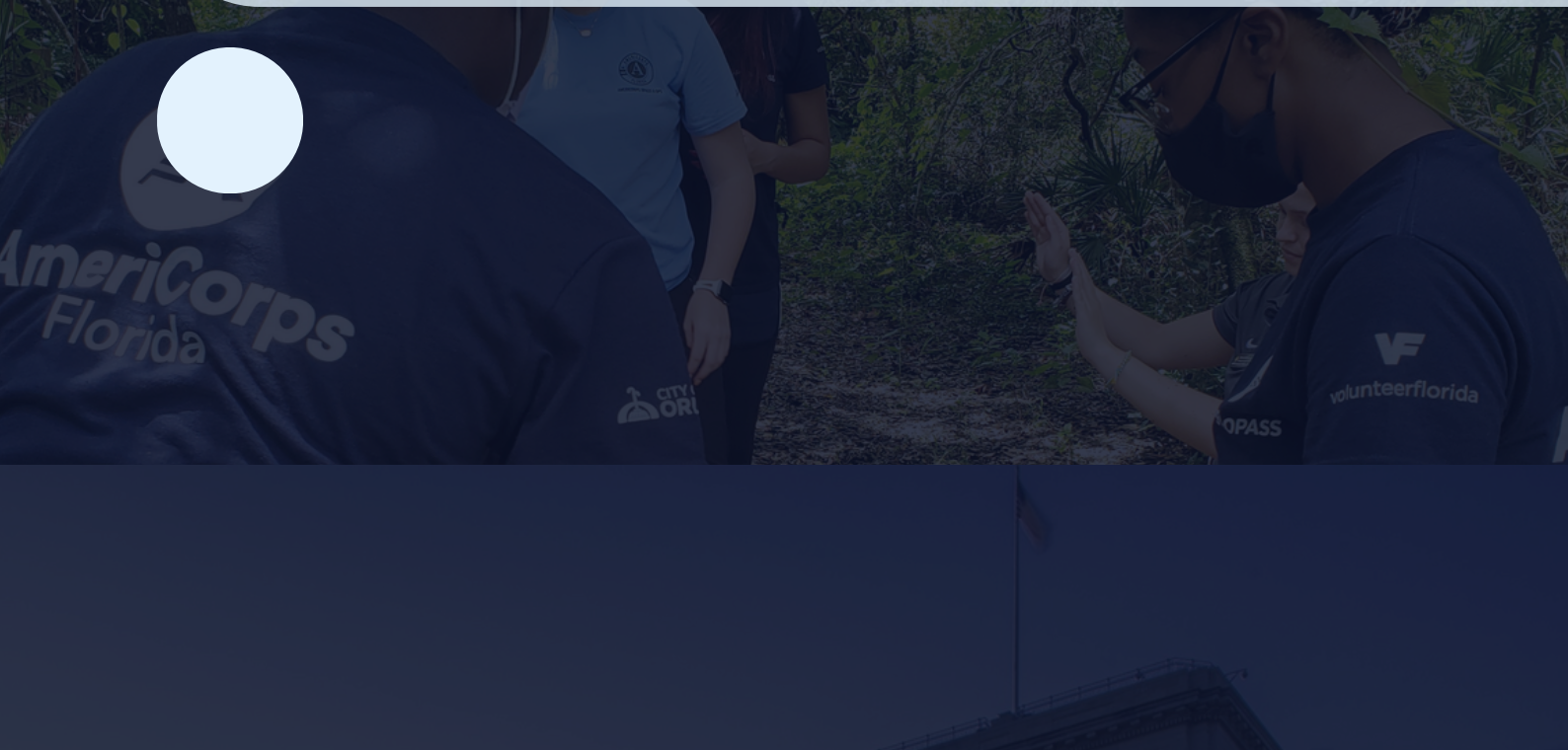
ServiceNow's predictable, twice-yearly upgrade cycle isn't merely an update; it's a commitment to continuous innovation, ensuring agencies always benefit from the latest features, cutting-edge security enhancements, and peak performance. Proactive administration is paramount for a seamless and highly beneficial upgrade journey, encompassing responsibilities like:

- Thorough testing and strategic deployment of new upgrades.
- Dynamic maintenance of Virtual Agents and the knowledge base to ensure relevance and accuracy.
- Continuous monitoring of license usage and performance dashboards for optimal resource allocation.
- Proactive renewal of certificates and meticulous management of integrations.
- This diligent administrative oversight guarantees the platform remains performant, impeccably secure, and perfectly aligned with the agency's evolving mission, safeguarding the initial investment and delivering an enduring return.

AmeriCorps: A Blueprint for Transformation

The Challenge: AmeriCorps wrestled with a fragmented IT landscape characterized by disparate asset management tools, cumbersome manual onboarding processes, and an overwhelmed Service Desk. The ServiceNow Solution: A comprehensive deployment of ITSM, Hardware Asset Management (HAM), Software Asset Management (SAM), Governance, Risk, and Compliance (GRC), sophisticated Virtual Agents, and a powerful self-service portal.

The Impact: AmeriCorps achieved significant tool consolidation, automated critical workflows that drastically reduced MTTR, transitioned to proactive IT health management, and profoundly lightened the Service Desk workload through high Virtual Agent adoption and an empowered self-service culture. This is a testament to ServiceNow's ability to drive tangible, measurable improvements.



Office of Personnel Management: A Blueprint for Transformation

The Challenge: OPM service desk provided support for multiple customer developed applications as well as support while platform being modernized. With significant changes in environment, hard to keep up with volume and variety of issues.

The ServiceNow Solution: Upgraded ServiceNow's ITSM to ITSM Pro, integrated with Microsoft Team, developed knowledge articles for AI/ML chatbot.

The Impact: Now with AI/ML based chatbot, OPM was able to see significant reduction on call volume, users able to resolve issues with simple chat in MS Team and ServiceNow's employee portal. Overall reduction in repeat call on same issues, improved SLA and customer satisfaction.

FedTec carried out similar tasks for:

OPM: FedTec extended OPM's ServiceNow ITSM platform with advanced integrations—including UiPath RPA, NICE IVR/ACD, and Tableau analytics—to deliver end-to-end incident management, self-healing automation, eBonding, and predictive IT support for over 3,500 devices while streamlining user experience with biometrics, VoIP integration, and knowledge-based self-service.

Tinker AFB: At Tinker Air Force Base, FedTec provided comprehensive multi-tiered helpdesk support and on-site client system technician services for over 26,000 devices, leveraging government ticketing systems and advanced diagnostic workflows to ensure efficient issue resolution, network compliance, and cybersecurity readiness across SIPRNet and NIPRNet environments.

WRAIR: For Walter Reed Army Institute of Research, FedTec delivered full-spectrum IT services—spanning ServiceNow-integrated helpdesk, cybersecurity, RMF compliance, SharePoint development, and medical device management—across six global sites, ensuring secure, compliant, and efficient support for both enterprise systems and specialized medical research technologies.

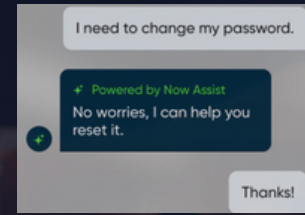
Conclusion: Modern Government Runs on ServiceNow

The demand for modern, efficient, and citizen-centric government services is no longer aspirational—it's imperative. ServiceNow doesn't just enable government IT to meet this demand; it empowers agencies to exceed it, fundamentally reducing Total Cost of Ownership while simultaneously elevating digital service delivery to unprecedented levels. By consolidating sprawling tools, automating cumbersome processes, harnessing the power of AI, and delivering actionable insights, ServiceNow provides a clear, proven pathway to operational excellence and a truly responsive public sector. Investing in ServiceNow isn't merely an IT upgrade; it's a strategic imperative that delivers profound cost savings, unparalleled efficiency, and a superior experience for both dedicated employees and the citizens they serve.

Your Partner for Seamless ServiceNow Implementation

FedTec is a small, woman-owned, 8a-Certified trusted Federal Systems Integrated (SI) provider helping government agencies reimagine operations through the power of ServiceNow. We bring a modernization-first approach, placing efficiency, automation, and mission enablement at the core of every engagement.

FedTec's certified ServiceNow experts bring deep experience across public sector use cases—modernizing everything from IT and HR to risk and asset management. Our ServiceNow delivery team empowers agencies to streamline workflows, eliminate silos, and improve experiences for both employees and constituents.



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Through our Joint Ventures & Partnerships, we have access to following:



Our ServiceNow Capabilities

From ITSM to IRM, FedTec enables government agencies to scale impact and exceed mission goals. We help public agencies modernize and unify services through:

- IT Service Management (ITSM)
- Integrated Risk Management (IRM)
- Hardware & Software Asset Management
- HR Service Delivery (HRSD)
- Strategic Portfolio Management (SPM)
- Employee Self-Service Portals

Why Choose FedTec?

- **Proven Government Experience:** Delivered solutions for federal, state, and local agencies, aligning with mission-critical objectives and compliance standards.
- **Certified Experts:** Our team includes hard-to-find ServiceNow-certified professionals with public sector delivery experience and active clearances.
- **Mission-Aligned Implementations:** Every deployment is designed to support operational outcomes—whether you're centralizing services, enhancing risk visibility, or modernizing legacy systems.
- **Support:** FedTec ensures long-term success with training, performance tuning, and optimization long past implementation. Let us help your agency modernize operations and improve service delivery with tailored ServiceNow solutions.

Transforming Employee Services with AI-Driven Automation

Challenge: A large federal agency needed a faster, more intuitive way for its workforce to access support resources, resolve issues, and focus on mission-critical work.

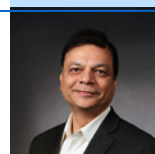
Solution: Partnering with FedTec, the agency launched a complete overhaul of its Employee Service Center using ServiceNow's AI-powered platform, including:

- A centralized employee dashboard for real-time task management
- AI-driven content recommendations
- A 24/7 virtual agent that handles common support needs and escalates complex issues to live agents
- Intelligent search that delivers knowledge articles and catalog items in seconds
- Seamless integration with Microsoft Teams, enabling employees to get help without leaving their workspace

Impact: The transformation dramatically improved service delivery and user satisfaction across the organization. Employees now experience:

- Reduced wait times and faster issue resolution
- Fewer service desk escalations
- Increased efficiency through self-service and automation
- Improved employee experience, with intuitive tools and AI guidance available 24/7

By leveraging FedTec's public sector expertise and ServiceNow's scalable platform, the agency delivered a smarter, more efficient support system that empowers its workforce and aligns with its digital modernization goals.



Jignesh Gandhi
VP, Innovation
jignesh@fedtec.com