Partnering to modernize the customer experience

A GDIT/ServiceNow alliance helps agencies focus on delivering superior digital services

Anto Tossounian
Vice President, Solution Consulting, ServiceNow

Brian Fogg
Vice President, Federal Civilian, General Dynamics IT

THE DIGITAL EXPERIENCE is a central expectation of our modern world. Meeting that expectation can be a challenge for government agencies, which is why General Dynamics Information Technology and ServiceNow are working together to offer innovative solutions.

As science fiction writer Arthur C. Clarke said, "Any sufficiently advanced technology is indistinguishable from magic." GDIT and ServiceNow provide that magic by creating a scenario in which the whole is greater than the sum of the parts. We deliver the best possible digital experiences and accelerate customers' journeys by simplifying infrastructures and processes in a very straightforward way.

GDIT is the leader in IT service management implementations, and ServiceNow modernizes and digitizes government services so that customers can fulfill their needs quickly and efficiently via any digital device. Through our partnership, we can offer advanced cloud-based managed services for every aspect of government enterprises. We help agencies define, structure and automate workflows related to IT, application development, human resources and contact centers with the goal of bringing digital service delivery up to the level of customer expectations.

As a result, agencies can focus on delivering better services rather than spending their energy on the mechanics of IT service management.

New capabilities tailored to government needs

Agencies have the flexibility of adopting ServiceNow through GDIT as an on-premises, managed or software-as-a-service solution tailored to their specific security and mission requirements. In addition, ServiceNow continually enhances the platform's workflow and automation capabilities and introduces new capabilities, such as virtual agents and analytics.

Working together allows us to respond to newly emerging capabilities very quickly. Because of its deep understanding of government agencies' business operations, culture and processes, GDIT can support ServiceNow's ability to deliver value in new ways. For example, GDIT saw increasing demand from government customers for solutions authorized at the FedRAMP High level and helped ServiceNow meet this capability. The company now has an offering on Microsoft's Azure cloud that has been authorized at FedRAMP High and the Defense Department's Impact Level 5.

In another example, GDIT uses insights from initiatives for large federal agencies, such as robotic process automation (RPA) solutions, to drive investments in leading-edge capabilities that have the best chance of achieving the desired outcomes. One of those investments involves employing bots
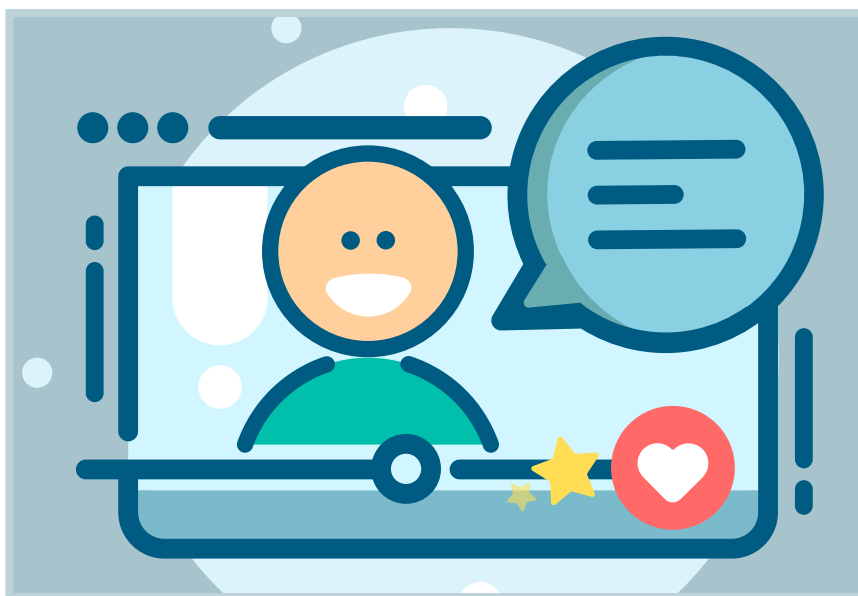
Shutterstock/FCW Staff

> ## "Agencies have the flexibility of adopting ServiceNow through GDIT as an on-premises, managed or software-as-a-service solution tailored to their specific security and mission requirements. "
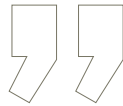
to automate and streamline the process of bringing the best of legacy environments into a modern, ServiceNow-based digital experience.

Firsthand knowledge of the platform's value

Together we have been quickly developing new systems that are tailored to clients' individual needs. For example, GDIT leveraged its automated deployment processes to launch a complete contact-tracing system for a state health department

in less than seven days. The core of the system is ServiceNow's platform, with UiPath's RPA managing the identification, validation and movement of contacts.

As a testament to the quality of the platform, GDIT is proud to be a ServiceNow customer internally. The platform has led to significant economies of scale and the integration of services across GDIT's very large enterprise. By using ServiceNow to help automate, modernize and ultimately transform the employee experience, GDIT has an in-depth understanding

of the platform's value and can apply that understanding to solving agencies' challenges.

By being on the cutting edge of innovation together, we can develop and deliver innovative solutions to agencies' complex problems and help them keep pace with customer demands. ■

Anto Tossounian is vice president of solution consulting at ServiceNow, and **Brian Fogg** is vice president, federal civilian, at GDIT.