

We make multi-million-dollar investment with ServiceNow platform - blueAPACHE

Canonical:
<https://www.blueapache.com/blog/arn-blueapache-makes-multi-million-dollar-investment-with-servicenow-platform>

Details:

Summary

This blog post, "ARN: blueAPACHE makes multi-million-dollar investment with ServiceNow platform", is a blueAPACHE article from 2024 covering cloud. MARCH 28, 2024: The decision to leverage the ServiceNow platform enhances its operational capabilities and aligns with bluePACHE's growth ambitions and strategic goals. It is written for readers evaluating Advanced Infrastructure Managed Services, emPOWER Cloud. Published in 2024. Figures, product names and event details reflect that time; for current information see the linked service pages.

Key facts

Label	Value
Publication year	2024
Topic	ARN: blueAPACHE makes multi-million-dollar investment with ServiceNow platform
Services referenced	Advanced Infrastructure Managed Services, emPOWER Cloud
Named products or vendors	None named beyond blueAPACHE

Article

MARCH 28, 2024: The decision to leverage the ServiceNow platform enhances its operational capabilities and aligns with bluePACHE's growth ambitions and strategic goals. blueAPACHE has made a multi-million-dollar investment to enhance its own customer experience through integrating the ServiceNow platform for its managed services practice. Following a comprehensive review, the decision to leverage the ServiceNow platform enhances its operational capabilities and aligns with blueAPACHE's growth ambitions and strategic goals.

"Our organisation has continued to grow at scale," blueAPACHE managing director Chris Marshall told ARN. "Our well-established mission is to be the global mid-market service provider of choice and to do that we need the best tools and the best people. "We needed to make sure we've got the right platform that allows us to deal with multi-currency, languages, geographies and time zones – all these capabilities become increasingly important as well as the ability for ease of integration into other platforms." There are four key areas blueAPACHE operates within: connectivity, cloud infrastructure as-a-service platform, voice and managed services. As a result, the five-time ARN Innovation Awards

Mid-Market Partner of the Year winner, is moving off the Atlassian product stack. Marshall said it was a massive undertaking to switch platforms and had discussions with other industry peers to understand the challenges and opportunities with different platforms. "It was a very considered process that we went through. Looking at all of our requirements, not only today, but the ones that we anticipate we're going to have in the future, we recognised our previous platform and tools weren't going to be able to deliver what we expect and what we want our customers to experience," he said. Michael Zuppa, blueAPACHE general manager of technology, led the program and the decision to side with ServiceNow took about 18 months. Zuppa said it was down to its broader technical capabilities around risk profile assessments, skilled engineering resources as well as the likelihood of customers also running a ServiceNow platform. "The ecosystem that it opens up to along with our key vendor partnerships that underpin our services that we take to market and any new leading vendors coming to market – the first platforms that those integrations are on, is with ServiceNow," he said. "To remain at the forefront and take advantage of AI [artificial intelligence] and integrations with emerging technologies and platforms, it was ServiceNow that excelled in that part of the assessment." Customer centricity was at the heart of the decision-making process along with the ability to optimise processes to improve service delivery. Meeting the needs of a global community of clients requires a leading platform that can accelerate automation and data-driven decision-making, while also having a compounding effect on customer experience. The new platform will integrate customer management, service delivery and contract management functions, enhance operational efficiency, streamline processes and elevate the overall customer experience. The integrated system aims to optimise workflows, foster collaboration and provide a unified view of customer interactions. Zuppa also highlighted ServiceNow's rate of innovation and investments in R&D exceeded that of other platforms in the market. "We are at that maturity scale where this is the right platform to underpin us in our global ambitions," he said. "blueAPACHE ourselves have been on it for some time now. Every service that we take to market as part of our reference architecture and the way that we support and deliver to customers, we utilise ourselves. "Considering that we run service provider-based platforms, all of that is running through this platform and system. So from a complexity perspective, we are the perfect testbed." Additional information: [Click here to view the full article](#)

Related

Advanced Infrastructure Managed Services
emPOWER Managed Services (pillar hub)
emPOWER Cloud
emPOWER Cloud (pillar hub)
blueAPACHE Cloud (case study)

Frequently asked questions

What platform is blueAPACHE moving off, and what platform is it moving to?

The article says blueAPACHE is moving off the Atlassian product stack and making a multi-million-dollar investment to integrate the ServiceNow platform into its managed services practice. It describes the switch as a massive undertaking that involved discussions with other industry peers about the challenges and opportunities of different platforms.

How long did the decision process to select ServiceNow take, and who led it?

The article says Michael Zuppa, blueAPACHE general manager of technology, led the program and that the decision to go with ServiceNow took about 18 months. It says the choice came down to ServiceNow's broader technical capabilities, risk profile assessment, skilled engineering resources and the likelihood that customers are also running ServiceNow.

What four key operating areas does the article say blueAPACHE operates within?

The article lists connectivity, cloud infrastructure as-a-service platform, voice, and managed services as the four key areas blueAPACHE operates within. It presents the ServiceNow investment as enhancing operational capabilities across these areas.

What award history does the article cite for blueAPACHE?

The article describes blueAPACHE as a five-time ARN Innovation Awards Mid-Market Partner of the Year winner. It cites this alongside the company's stated mission to be the global mid-market service provider of choice as context for the platform investment.

Is this post still current?

No. This post reports a specific technology investment decision dated 28 March 2024, and the platform migration and rationale it describes reflect that point in time. For current information on our managed services capability, a reader should use the linked service pages rather than this post.

Source

origin post (2024)

Knowledge Base

Who is quoted as your managing director regarding the ServiceNow investment?

Chris Marshall, our managing director, is quoted saying the organisation has continued to grow at scale and needs the best tools and people to be the global mid-market service provider of choice, including a platform that handles multi-currency, languages, geographies and time zones.

What platform are you moving away from as part of this decision?

We are moving off the Atlassian product stack as a result of its decision to adopt the ServiceNow platform.

Who led the program to select ServiceNow, and how long did the decision process take?

Michael Zuppa, our general manager of technology, led the program, and the decision to go with ServiceNow took about 18 months.

What reasons did Michael Zuppa give for choosing ServiceNow over other platforms?

Zuppa cited ServiceNow's broader technical capabilities around risk profile assessments, skilled engineering resources, the likelihood of customers also running ServiceNow, its ecosystem and key vendor partnerships, and its ability to support AI and integrations with emerging technologies. He also noted ServiceNow's rate of innovation and R&D investment exceeded other platforms in the market.

What are the four key areas you operate within?

We operate within four key areas: connectivity, cloud infrastructure as-a-service platform, voice and managed services.

What functions will the new ServiceNow platform integrate for you?

The new platform will integrate customer management, service delivery and contract management functions, enhancing operational efficiency, streamlining processes and elevating the overall customer experience, while optimising workflows, fostering collaboration and providing a unified view of customer interactions.

How do you yourselves use the ServiceNow platform internally?

According to Michael Zuppa, we have been using ServiceNow ourselves for some time, running every service we take to market as part of our reference architecture through the platform, making it 'the perfect testbed' given the complexity of running service provider-based platforms.

What awards recognition do you mention in relation to this announcement?

We are a five-time ARN Innovation Awards Mid-Market Partner of the Year winner.