

Press Release

PARIS, FRANCE, 24th September 2024

Inetum becomes one of the first companies in Europe to invest in ServiceNow Technology Provider Management (TPSM) for a better impact with its customers, suppliers and employees.

Inetum, an Elite Partner of the ServiceNow Partner Program and a European leader in digital services and solutions, announces its strategic investment in expanding the ServiceNow platform capabilities, making it one of the first companies in Europe to invest in ServiceNow Technology Provider Management (TPSM) for both its own operations and in supporting the delivery of its solutions to clients. This move is part of Inetum's ambitious plan to exceed 1500 ServiceNow consultants in the next 4 years, focused in Europe and supported by India and Latin America.

A European Pioneer to Leverage ServiceNow's TPSM for Customer Service Management

ServiceNow TPSM) enables Inetum to ensure that its suppliers meet agreed service levels, quickly identify and resolve issues, thereby reducing downtime and improving customer and employee satisfaction. Furthermore, expanding the use of TPSM in the enhanced integration of our offerings allows Inetum to streamline supplier management processes, reduce costs and improve overall business efficiency, for a strengthened digital impact on the customer and employee experience.

Nathalie Pousin, Group COO of Inetum and CEO of Inetum Technologies: *"We were already using the ServiceNow platform to manage certain areas of our business in specific territories, including IT services provided to our employees and outsourcing services for clients. We are now expanding the coverage of ServiceNow globally, while introducing new features. We believe that the strategic investment in the ServiceNow platform as the digital backbone underpinning our transformation will help us drive future efficiency and streamline our operations, including our outsourcing services, while delivering more value to all our stakeholders."*

Marin Marinov, SVP Inetum Solutions ServiceNow Global Practice: *"Implementing TPSM, led by our own ServiceNow practice, accelerates the consolidation and optimization of Inetum's global offering, allowing the company to leverage cross-country centers of expertise to deliver on a single, consolidated service catalogue in a unified and seamless way. Combined with our expertise of Gen AI (Inetum Gen AI HUB), we offer a unique and consolidated service catalogue, improving the customer experience by integrating the service delivery value chain on a single platform."*

Rémi Trento, General Manager France of ServiceNow: *"We are proud to extend our collaboration with Inetum, a company that shares our commitment to innovation and customer-centric solutions. This strategic investment in the ServiceNow platform is a testament to Inetum's dedication to delivering the highest quality of services to their customers."*

Inetum sets the bar high in Europe with its investment in growing its ServiceNow Global Practice, empowering its customers digital transformation agendas

Inetum, boasts more than 400 certified consultants, holding over 800 certifications across Technology and Operations Excellence, Customer Experience, Employee Experience, and Creator Workflows. Inetum has proven track record for leading large-scale transformations optimizing and streamlining workflows on top of the ServiceNow platform for leading companies across Financial Services, Technology, Media and Telecommunications, Service Providers, Manufacturing, Retail and Energy & Utilities verticals. As part of its growth strategy, Inetum plans to surpass 1,500 ServiceNow consultants within the next four years, primarily in Europe and supported by India and Latin America. This growth is supported by the development of Centers

of Excellence, which play a crucial role in maintaining and scaling the global ServiceNow platform, ensuring that clients receive consistent, high-quality support and solutions tailored to their unique requirements.

About Inetum

Inetum is a European leader in digital services. The team of 28,000 consultants and experts at Inetum strives every day to make a digital impact on businesses, public sector entities, and society. Inetum's solutions aim to contribute to the performance and innovation of its clients, as well as to the general interest. Present in 19 countries with a dense network of centers, Inetum collaborates with the main software manufacturers to face the challenges of digital transformation with proximity and flexibility. Driven by its ambition for growth and expansion, Inetum generated a turnover of 2.5 billion euros in 2023. For more information, visit www.inetum.com

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