

Specialist Testing for ServiceNow UAT

Specialist ServiceNow UAT support to protect your processes



The business dilemma

ServiceNow powers critical enterprise workflows. But when UAT is rushed, incomplete, or overly reliant on delivery partners, even minor gaps can turn into costly disruptions and operational risks. Complex customisations, multiple integrations, and evolving regulatory requirements only add to the challenge.

Here are the key challenges organisations face with ServiceNow UAT:

- Rushed or incomplete UAT leads to missed defects
- Over-reliance on delivery partners reduces testing control
- Complex customisations and integrations increase risk
- Regulatory demands add testing complexity and compliance pressure

The result? Critical defects slip into production. Business users lose trust and revert to manual or legacy processes.

Our approach

We deliver comprehensive ServiceNow UAT built specifically for complex, regulated environments, validating how your platform is truly used across modules, customisations, and integrations:

- Up to **80% reduction** in QA workload for business users
- More than **80%** critical business processes covered
- Up to **50%** reduction in total UAT costs
- **50% faster testing times** from UAT to go live
- We run tests behind the scenes so your teams stay focused on delivery
- Integrated automation speeds up testing without burdening your team
- QA frameworks aligned with industry regulations and internal governance standards

Real success stories

When a UK financial services provider faced a major system migration, they couldn't afford disruption. Our approach delivered:



2i's approach ensured test cases reflected our real processes. My HR team could focus on organisational change and worry less about technology change!

Head of HR, Enterprise Client

2i is the UK's leading quality assurance and software testing consultancy, delivering excellence since 2005. With 400+ specialists, we elevate software testing from compliance to competitive advantage. We're the only company commissioned to deliver AI assurance and Synthetic data services to the UK Government, ensuring your AI solutions are safe, reliable and compliant.

> www.2itesting.com | 0131 220 6888

