



servicenow®

Team Build- Out Guide

Scale Your ServiceNow Practice with Confidence

Dedicated Recruitment Solutions for ServiceNow Teams

How It Works

A structured 6-step engagement from discovery to long-term partnership.

01

Discovery Workshop

We meet with your leadership and technical teams to understand your ServiceNow roadmap, team gaps, culture, and hiring timeline.

02

Resourcing Blueprint

We produce a detailed Resourcing Blueprint: role profiles, market rate benchmarks, sourcing strategy, and a phased delivery plan.

03

Commercial Agreement

We agree a tailored commercial structure — reduced fees, milestone payments, or retainer — based on the scope of the build-out.

04

Dedicated Search Team

A named team of HS Team consultants is assigned exclusively to your build-out, with a single point of contact for all updates.

05

Phased Delivery

Candidates are delivered in phases aligned to your project milestones — ensuring the right people join at the right time.

06

Ongoing Partnership

We remain your embedded talent partner — managing backfills, extensions, and future hiring as your team evolves.

- ☐ Every engagement begins with a no-obligation Discovery Workshop.

[Book Your Discovery Workshop](#)

What's Included

Every Team Build-Out engagement includes the following as standard.



Dedicated Consultants

A named team of specialist recruiters focused exclusively on your build-out — not shared across other clients.



Resourcing Blueprint

A detailed written plan covering role profiles, salary benchmarks, sourcing channels, and a phased hiring timeline.



Reduced Fee Rates

Preferential fee structures in recognition of exclusivity and volume — typically 10–15% below standard rates.



Weekly Reporting

Regular progress updates including pipeline data, market feedback, interview outcomes, and upcoming milestones.



Milestone Delivery

Candidates delivered in structured phases aligned to your project go-live dates and team ramp-up schedule.



Backfill Guarantee

If a placed candidate leaves within the guarantee period, we replace them at no additional cost — protecting your investment.

Permanent vs Contract vs Blended

Choose the hiring model that fits your project, budget, and timeline.



Permanent

Long-term team members

- Best for: Core team roles, long-term platform ownership
- Commitment: Full-time, employed directly
- Cost: One-time placement fee (reduced under build-out)
- Timeline: 4–8 weeks per hire
- Ideal when: You're building a lasting internal capability

Contract

Flexible specialist resource

- Best for: Project delivery, surge capacity, niche skills
- Commitment: Fixed-term, day-rate engagement
- Cost: Weekly/daily rate, no placement fee
- Timeline: 1–2 weeks to mobilise
- Ideal when: You need speed and flexibility

Blended

The best of both worlds

- Best for: Large programmes with mixed needs
- Commitment: Mix of permanent and contract
- Cost: Optimised across both models
- Timeline: Phased — contractors first, permanents follow
- Ideal when: You need speed now and stability later

Who Is This For?

Team Build-Outs are designed for organisations at a critical point of ServiceNow growth.



ServiceNow Partners & Resellers

Scaling delivery capacity to meet new client contracts or expanding into new ServiceNow product lines.

Enterprise End-Users

Building an internal ServiceNow Centre of Excellence or replacing a managed service with an in-house team.

System Integrators

Rapidly staffing a new programme or government contract that requires a full ServiceNow delivery team.

ISVs & Product Companies

Growing a professional services or implementation team to support a growing customer base.

Private Equity-Backed Businesses

Post-acquisition team consolidation or accelerating a ServiceNow-led digital transformation programme.



servicenow®

Your ServiceNow talent partner — wherever you are in the world.

Let's Build Your Team

[Get in touch to book your Discovery Workshop](#)

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