

ServiceNow success for Unifii and London Stock Exchange Group



Unifii Ltd are an expert ServiceNow implementation partner who support a range of customers. Unifii approached Kerv Consult to support one of their customers, London Stock Exchange Group (LSEG) who had an upcoming ServiceNow go-live.

LSEG needed support to get ready to go live with ServiceNow, specifically to ensure readiness. Therefore, Unifii approached Kerv Consult to see if we could deploy our Business Change expertise given the fact that we had worked together across a range of other customers.

Please note: Kerv Consult was recently rebranded from Monochrome Consultancy when it joined the Kerv Group. This project was delivered at a point when the team was known as Monochrome Consultancy.





We responded quickly, working with Unifii to define a plan for 60 readiness deliverables including a range of training content for LSEG. We mobilised quickly and assigned a team of three consultants to support and deliver in order to ensure that the customer was ready for their launch.

The timescales were admittedly tight, with Kerv Consult only being engaged with 6 weeks before the launch but we were able to deliver everything ahead of the already aggressive dates that were defined.

Given the tight timescales, we utilised a collaborative agile approach, releasing content as soon as it was ready (in some cases even in draft) ahead of plan to afford time for feedback and changes. This customer centric, collaborative approach ensured that the both Unifii and LSEG were delighted with the delivery.

The important thing was that they were ready for their launch which went incredibly smoothly.

“We recently engaged with Kerv Consult (previously Monochrome) to deliver Business Readiness for a FinTech customer our ours who was preparing for a large ServiceNow go-live. Kerv Consult mobilised at short notice, worked with us to agree a clear list of 60 business change and training deliverables to ensure that the customer was trained and ready for their upcoming release. The Kerv Consult team delivered everything to a great standard of quality, always ahead of schedule (despite an aggressive 6 week timescale) and with professionalism throughout.

We made the decision to engage with Kerv Consult due to our history, where they delivered a Complex Transformation Programme and associated Business Change on behalf of another customer of ours in the Public Services Sector. Once again we were delighted with the results that they delivered and would highly recommend them.”

Mike Glock
Unifii Managing Director



We would like to thank Unifii for the incredible job that they did to develop the ServiceNow solution for LSEG and also for providing whatever input we needed to ensure that the delivery was as smooth as possible.

Get in touch with us

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