

Benefits

Accelerate adoption

ServiceNow offers a range of post implementation services to ensure your solution becomes part of everyday use. We make sure all changes positively impact performance, you scale optimally, and the structure is in place for you to quickly roll out new technologies to improve user experience. We coach and guide your development team until they can consistently and effectively use the platform to solve your end users’ unique business problems.

Reduce total cost of ownership

Our guidance can ensure that decisions made today will set you up for success tomorrow, especially when it comes to costs surrounding new releases and upgrades. Our experts understand what it takes to maintain an instance and will work with you to incorporate best practices to keep your instance running optimally. We will also help you scale more quickly by creating a standard release process with the help of governance services.

Increase Productivity

Once implemented, widespread adoption is the key to productivity. As a customer, you have instant access to a member community to share tips and tricks for user adoption, but if you need direct assistance from experts who have done it before, we’ve got your back. We offer both process and technical services to set you up for success, including configuration services that tackle performance issues before they start. Lastly, we make the upgrade process easy so your team can do more with our latest features.

ServiceNow Optimization Services

ServiceNow Global Services

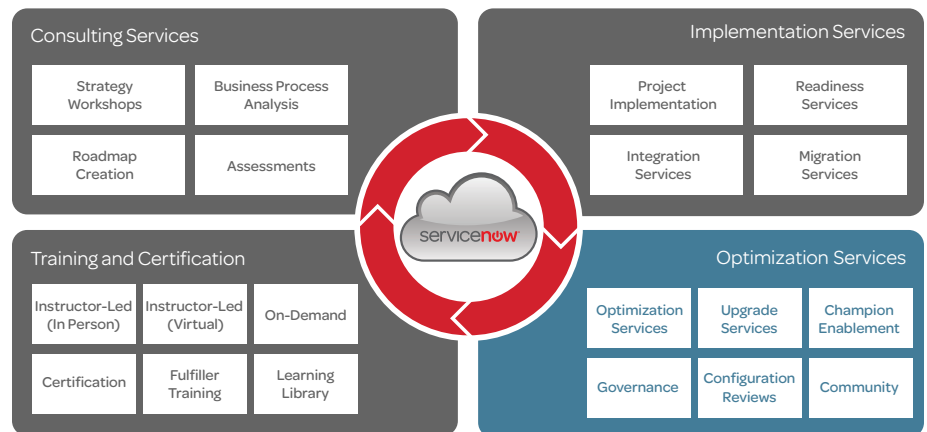
ServiceNow Global Services, comprised of both ServiceNow Professional Services and ServiceNow Education Services, is the “secret sauce” that drives business transformation—allowing you to thrive in your marketplace and achieve the outcomes set forth in your business case.

Our goal is simple—to help your organization get maximum value from your ServiceNow investment. Your success is our success, and we take that to heart. We are here to help you cross the chasm and be there (when you need us) throughout your ServiceNow journey.

The ServiceNow Solution

Building off of a successful implementation, Optimization Services are the key to accelerating return on your investment and enhancing the ServiceNow experience.

Through a series of lifecycle services, customers accelerate adoption, reduce total cost of ownership, and increase productivity with the help of ServiceNow certified experts. We offer a variety of options to assess design, configuration, and performance during or after ServiceNow implementations. Recommendations align customer configurations with ServiceNow best practices to ensure upgradability, manageability, and scalability.



Services Portfolio

What we do

Governance

- ServiceNow recommended framework provides guidance and structure to roll out new technologies faster while focusing on long-term goals and value realization
- Align stakeholders on strategy, goals, and execution to achieve business objectives
- Creates a structure to standardize future development and allow the organization to scale

Optimization services

- Understands your unique needs and proposes process and technical optimizations to lower costs and improve performance
- Expert coaching and guidance to achieve and exceed your process KPIs and business goals
- Unlock hidden value by understanding your platform usage and giving recommendations for areas of expansion
- Access to a ServiceNow expert to help align the team to ServiceNow best practices

Configuration reviews

- Use ServiceNow recommended configurations to help avoid outages or performance issues
- Utilize out-of-the-box functionality to effectively improve performance and allow for smoother upgrades
- Comprehensive review of your instance to identify suboptimal patterns and areas of concern

Upgrade services

- Increase your ServiceNow experience by taking advantage of new features and functionality in the latest version
- Ensure your instance is fit for scale, performance, and upgradeability
- Provides leadership in aligning team to get into a quarterly cadence for implementing patches
- Provide guidance on how to upgrade your instance or work with you every step of the way

Additional Resources Available to you as a ServiceNow customer:

Champion Enablement: <https://community.servicenow.com/community/champion-enablement>

- Champion Enablement is your one-stop-shop for driving adoption, program strategies, and introducing success to the enterprise for your ServiceNow program
- Leverage proven templates that you can easily customize to fit your organizations needs
- Connect with other customers globally to share success, tips and tricks, and lessons learned

Community: <https://community.servicenow.com/welcome>

- Join the 80,000+ community members, who represent ServiceNow's most technically advanced audience from around the world
- Search the community and quickly find answers to your questions
- Ask a question, response time is typically within a half-day
- Engage with ServiceNow experts through our expert programs