

## Benefits

### Faster time to value

- Our experts use project accelerators and reusable assets to delivery value quickly

### Lower total cost of ownership

- We reduce customizations and maintenance costs by using a standard methodology

### We make it easy

- Unmatched access to experts across the entire ServiceNow ecosystem to focus on achieving your business objectives

## Service Packages for Performance Analytics

### The Challenge

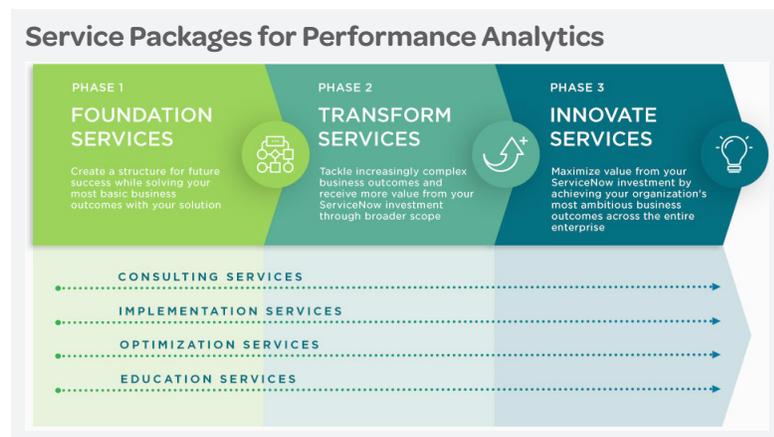
Many organizations today do not have the visibility to make confident business decisions based on real-time data and trending. Additionally, they can't monitor the current state of their business services nor project future performance. Lastly, the process to get this information involves emails, meetings, and people to gather the correct data sources to compile the information in an easily viewable format.

### The ServiceNow Solution

We offer prescriptive, outcome-based service packages for Performance Analytics to provide the necessary data to you in real time. Our service management solution offers visibility on the performance of processes so you can align strategic, operational, and individual goals. Service Packages for Performance Analytics also offer a roadmap to effectively transitioning your business from using lagging metrics to using real-time analytics.

ServiceNow Global Services is comprised of our Professional Services and Education Services teams as well as our partner ecosystem. This is the “secret sauce” that drives business transformation, allowing you to thrive and achieve your goals.

The ServiceNow services provide a path to success so you can gain more value in your investment sooner. Our service offerings have a full range of capabilities, starting with Foundation Services, which are focused on delivering value quickly, to Innovate Services, which tackle your most ambitious business goals that stretch across the organization. Additionally, our offers are delivered by ServiceNow-certified experts, who have led thousands of implementations and have access to additional resources to ensure your solution gets the desired results.



### Foundation Services

The focus of Foundation Services for Performance Analytics is to eliminate manual reporting and to create a basis for automating data delivery, ensuring confidence in the data quality to increase stakeholder buy-in. Initially, our consultants lead workshops to understand the critical data quality issues and to develop a plan to mitigate these issues through real-time, automated analytics. In addition, we develop a network of power-users to develop dashboards throughout the organization so you can ensure you are realizing value and leveraging real-time analytics after the initial go-live.

### Transform Services

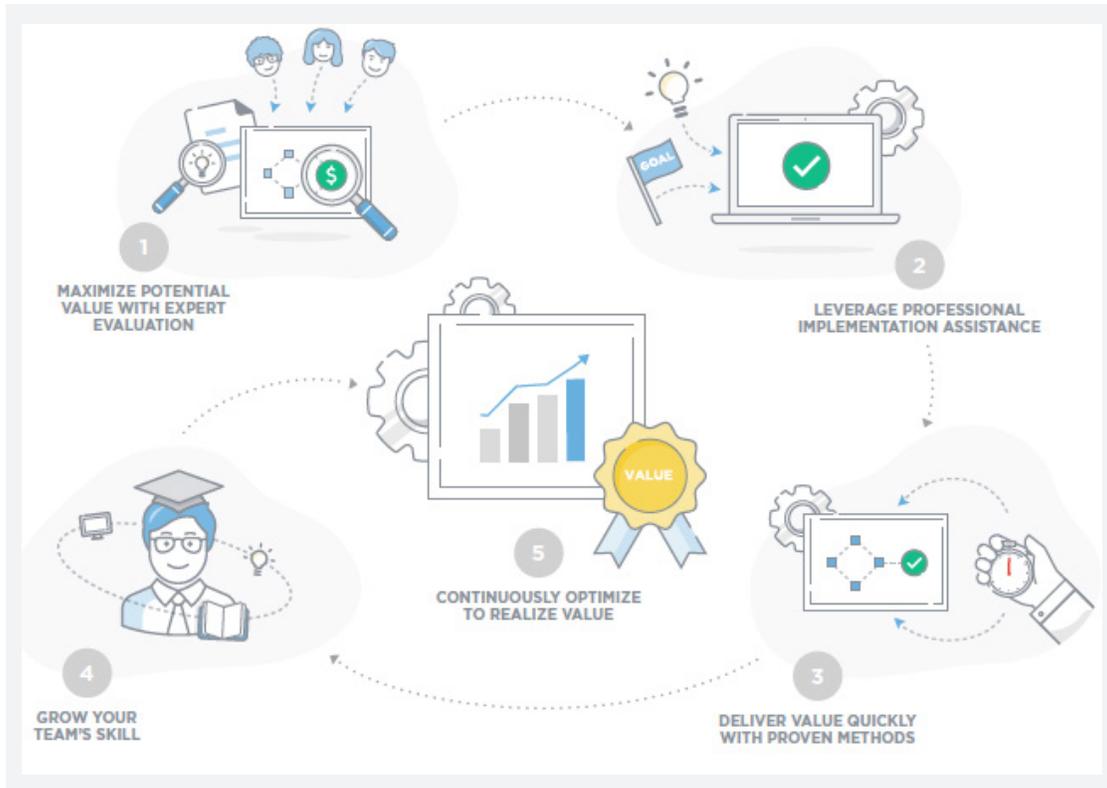
With Transform Services, we expand beyond the Foundation Service solution and implement leading and lagging indicators to drive business outcomes across multiple processes and services. We provide advanced reports to multiple levels of the organization from executive to owner to individual contributor to ensure that everyone is aligned across multiple organizations. This leads to a performance-based organization while aligning to shared goals.

**Innovate Services**

Innovate Services is the final stage of the journey and provides you with the ability to leverage high-quality dashboards throughout your entire organization. You are able to make business decisions in real time and all data sources are automated and aligned with services provided by the organization. The dashboards provide a complete picture of service performance and aligns all stakeholders throughout the organization.

**The ServiceNow Approach**

The services we designed for Performance Analytics deliver more value as your organization matures within the Now Platform™ through our value delivery lifecycle. Our value delivery lifecycle not only ensures you achieve your business goals, but also makes certain you have trained and knowledgeable staff to help manage your solution going forward.



ServiceNow services are delivered using a best practice approach called the ServiceNow Adaptive Implementation Framework (SAIF). By utilizing a framework approach with core components, ServiceNow and services implementation partners can deliver outstanding services to our customers that are standardized, repeatable, and can scale to meet the global demands of our largest and most complex customers. This ensures consistent deployment success for every customer.



Through this approach, our customers are able to achieve the business goals outlined early on in the sales conversation, thus accelerating delivery and time to value.