Professional Customer Success Package

Prescriptive business and technical guidance to help you reach your goals

The ServiceNow Professional Customer Success Package (Professional Success) is our foundational success services offering. It offers a range of planning, governance, and technical advisory services on a yearly term to help you reach your goals for your ServiceNow solution. With this package, a Success Architect and Platform Architect work with you to create a custom plan for work in specific focus areas that are proven to be essential to achieving greater value.

Aligned to our proven success methodology

The first step is a Success Readiness Assessment to prioritize the success focus areas that will create the greatest value for your organization. From there, the Success Architect leads the creation of a success plan, prioritizing and sequencing the success team and success focus areas to achieve your desired outcomes. The Success Architect will also keep the plan aligned with our proven success methodology to help you realize value faster and get the best possible results.

Your Professional Success team

With Professional Success, your team consists of two people who each provide distinct expertise but work together to help you achieve your desired outcomes.

Success Architect

- Strategy and roadmap
  - Strategy support
  - Roadmap development
  - Business alignment
- Value management
  - Value realization criteria
  - Industry benchmarking
  - Value validation support

Platform Architect

- Governance
  - Program governance
  - Technical governance
  - Platform operating model
- Program design and enablement
  - Organization readiness
  - Resource enablement and certification

Success focus areas

Environmental and platform health
- Platform design guidance
- Technical guidance
- Configuration review

Training and adoption
- Training discount

Benefits

A focus on value

Our prescriptive guidance based on our experience with thousands of successful customer engagements helps you realize greater value.

The right experts to drive success

Work with a team of ServiceNow experts selected for their distinct expertise to provide business and technical guidance throughout your journey.

A flexible engagement

You decide how you want to use your team within our recommended success focus areas to solve your most pressing needs and address your greatest opportunities.

Unmatched technical proficiency

Your team works with ServiceNow developers to turn your vision into reality and build a healthy and high-performing environment.

One or more ServiceNow subject matter experts may periodically assist the Success Architect and Platform Architect to complete activities in your success focus areas.

The right experts with the right focus

Professional Success team members are responsible for specific activities within the focus areas that we’ve identified as critical to your success with ServiceNow. You can tailor the execution of the assigned activities to meet your needs and goals.

Success Architect

- Strategy and roadmap
  - Develops and maintains plan outlining the initiatives for how ServiceNow can contribute to your strategy
  - Establishes and maintains a roadmap for the adoption of new applications and application enhancements

Value management

- Assists in defining value realization criteria and providing industry benchmarks aligned with your priorities and business objectives
Program governance
- Contributes to program- and executive-level steering committee(s) to drive outcome realization
- Participates in program governance to help evaluate new ideas and demands against platform suitability and priority
- Assists with design of platform governance model to support your priorities related to the ServiceNow applications and platform
- Supports development of a platform operating model including organizational structure, processes, and capabilities
- Guides development of operating processes, playbooks, and standard operating procedures

Partner strategy
- Guides partner engagement strategy to support your business priorities and desired outcomes

Implementation
- Supports development of an implementation strategy and success plan

Program design and enablement
- Advises on organizational readiness to support your organizational change management strategy
- Guides resource enablement and certification plan for the platform

Platform Architect
Platform governance
- Analyzes and translates your business and technical requirements into a ServiceNow architectural blueprint to support your strategic objectives
- Defines, guides, and supports the technical governance processes
- Helps develop standards and practices for maintaining architecture model
- Helps develop standards and practices for maintaining platform health
- Supports design and implementation of a platform operating model focused on successful go-live, end-user adoption, and ongoing support
- Provides technical evaluation of demands against ServiceNow platform architecture, platform capabilities, and best practices

Environment and platform health
- Guides ServiceNow Platform design, including considerations for integration and performance
- Assesses architecture and solution designs to support your objectives including alignment with ServiceNow implementation best practices
- Assists with prototyping to accelerate design to deployment
- Provides technical guidance in platform-wide solutions
- Advises on configuration and coding standards
- Supports remediation of configurations not aligned to best practices
- Assesses instance health (performance, manageability, usability, scalability, upgradability, and security) by conducting ServiceNow HealthScan

Starting with Professional Success:
Your experience with the Professional Success Package can start with your implementation—where the success team advises on your implementation decisions—or can start at any time during your ServiceNow journey. Once engaged, Professional Success runs concurrently with your ServiceNow subscription. And with flexibility as a core value of Professional Success, you may upgrade from this package to the next success package tier at any time during the engagement.

Training discount
In addition to the activities your success team performs, the package includes training discounts to help you build the skills you’ll need for ongoing value.

Professional success includes a 10% discount on all ServiceNow training.

How to engage?
The Professional Success team is ready to help you achieve exceptional outcomes with ServiceNow from the start of your implementation through platform operations and expansion. Engage now with ServiceNow to learn more about how the Professional Customer Success Package can help your organization succeed.

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SN-Professional Success DataSheet 72020