ServiceNow Success Architect

Your partner in achieving enduring success

The ServiceNow Success Architect is an accomplished digital transformation leader advising on strategy, governance, value management and program management to enable you to achieve your desired business outcomes and enduring success with ServiceNow. Drawing on insight from scores of successful engagements, our Success Architects specialize in advising you on key transformation decisions throughout your ServiceNow journey.

Key transformation decisions

- **Roadmap**: Is our roadmap clear and focused on measurable business outcomes?
- **Strategy**: Are we executing our transformation correctly to realize our strategy and business case?
- **Implementation**: Do we have the right plan to implement efficiently and achieve our desired outcomes?
- **Governance**: Is our platform governance and capability equipped to support our evolving demands?
- **Value Management**: Are we set up to measure business value from our investment and identify new opportunities for value creation?
- **Program enablement**: Do we have the right resource plan to realize success?

The best advice for critical decisions

Every day, you face challenging decisions in critical areas such as managing road map expansion, adopting new applications, overcoming resistance to change, and ensuring value realization. A Success Architect can advise you in the best practices to help you make the right decisions and realize greater opportunity and value from ServiceNow. You can trust a Success Architect to help you work toward your goals by providing:

- A single point of connection to the latest ServiceNow best practices, enhancements, and innovations
- Strategic expertise from strategy development to ongoing operation of your solution
- Proactive, continual guidance as an embedded member of your team
- Close collaboration with your service providers (such as systems integrators) to steer you toward the best decisions and drive the right business outcomes
- Identification and coordination of additional services, experts, and resources from ServiceNow to help guide you toward your specific objectives

Transformation experts advising from experience

Drawing on their extensive track records in technology and business transformation, Success Architects advise organizations on strategy and proven best practices from implementation to adoption and operations. The typical Success Architect has multiple years of experience in strategy, design, and implementation consulting. They also have a history with successful, large-scale, global digital transformation projects and use their insights from these engagements to help ServiceNow customers achieve the outcomes they pursue. Success Architects are particularly adept at building relationships across an organization—including C-suite executives, line-of-business leaders, IT teams, and external service providers—to help everyone move in the right direction.

Proactive guidance to drive the right outcomes

In collaboration with your team and your service providers (such as system integrators), a Success Architect helps you reach the right decisions in critical success focus areas that are proven to be essential to achieving your business outcomes and realizing greater value with ServiceNow.

The Success Architect role has enabled us to improve platform strategies, strengthen operating models, and identify new use cases leveraging ServiceNow capabilities.

— Chemical Manufacturing Company
The Success Architect assists you in developing a success plan aligning and sequencing the success focus areas and related services and resources to achieve your desired outcomes. The Success Architect then orchestrates your plan and keeps it aligned with our proven success methodology to help you realize value faster and get the best possible results from your ServiceNow solution.

You have the flexibility to choose where the Success Architect focuses their efforts in support of your transformation from the following success focus areas:

**Strategy and roadmap**
- Develops and maintains success plan outlining the initiatives for how ServiceNow can contribute to your strategy and business outcomes
- Establishes and maintains a roadmap for the adoption of new applications and ServiceNow capability enhancements
- Engages the executive sponsor to help articulate the value proposition of ServiceNow both internally and externally

**Value management**
- Assists in defining value targets and realization criteria by providing industry benchmarks aligned with your priorities and business objectives
- Assists in envisioning, creating, validating, and championing target areas of business improvement opportunities with the ServiceNow platform

**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 and implementation strategy to support your business priorities and desired outcomes

**Implementation**
- Supports development of an implementation strategy and success plan including coordinating design reviews

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

**A choice of engagement options**
You can work with a Success Architect as part of a ServiceNow Customer Success Package or in a standalone engagement. With the Customer Success Package option, the Success Architect works with you as a member of a success team for a designated amount of time per work week. With the standalone engagement, a Success Architect works with you for a minimum of two business days per week, with the option to add more hours as needed. Regardless of which option you choose, the Success Architect helps you find the right path and consults to keep your solution aligned with value realization.

**How to engage?**
Our Success Architects are 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 a ServiceNow Success Architect can help your organization succeed.

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