servicenow®

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 Cloud Management
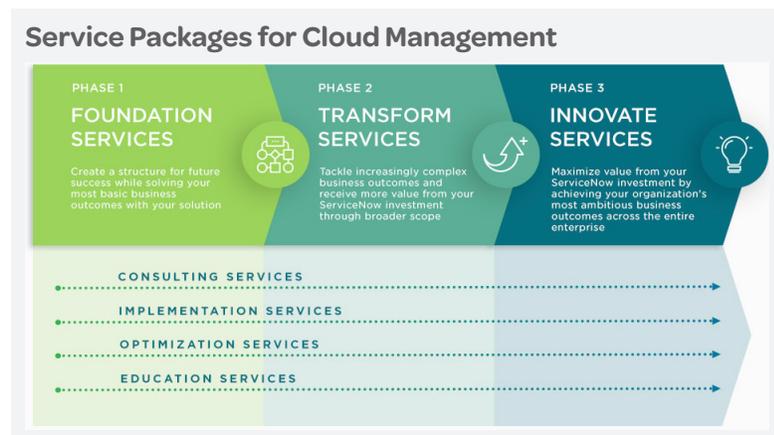
The Challenge

Cloud users need to move at lightspeed. Unfortunately, manual IT processes are slow and force users to take matters into their own hands, leading to the creation of "shadow IT." Because companies often don't know what they have provisioned, they need to get control of and visibility into the cloud. Furthermore, IT departments need to provide users with a cloud services catalog that automates provisioning while minimizing risks, controlling costs, and getting a clear view of what they have in the cloud.

The ServiceNow Solution

We offer prescriptive, outcome-based service packages for Cloud Management to eliminate shadow IT and to confidently shift resources to the cloud. ServiceNow-certified experts are the most skilled at managing cloud sprawl and can ensure that you gain cloud oversight through a single self-service catalog.

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. It allows you to thrive and achieve your business goals.

The ServiceNow services provide a path to success so you can gain more value in your investment sooner. They feature 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.

Service Packages for Cloud Management

PHASE 1	PHASE 2	PHASE 3
FOUNDATION SERVICES	**TRANSFORM SERVICES**	**INNOVATE SERVICES**
Create a structure for future success while solving your most basic business outcomes with your solution	Tackle increasingly complex business outcomes and receive more value from your ServiceNow investment through broader scope	Maximize value from your ServiceNow investment by achieving your organization's most ambitious business outcomes across the entire enterprise

CONSULTING SERVICES

IMPLEMENTATION SERVICES

OPTIMIZATION SERVICES

EDUCATION SERVICES

Foundation Services

The focus of Foundation Services for Cloud Managment is to get clear visibility into what resources are in the cloud and provide visibility into their costs. By populating your CMDB with your cloud resources, you are able to manage them with the same insight and processes as the rest of your IT infrastructure, and also begin to manage costs by having clear insight into cloud spend.

Transform Services

Transform Services for Cloud Managment controls cloud expansion by defining standard services; automating service requests and instance provisioning; and managing security. This service is designed to help you quickly realize value and provides a solid base for you to build from to tackle more complex cloud issues, such as cloud application expansion and resource allocation.

Innovate Services

Innovate Services is the final stage of your Cloud Management journey with ServiceNow and provides you with the ability to have complete control of all of your cloud resources. With Innovate Services, you are able to elevate your governance and control of your cloud, and ensure your resources are both compliant from a security and company policy standpoint.

The ServiceNow Approach

The services we designed for Cloud Management deliver more value as your organization matures within the Now Platform™ through our value delivery lifecycle, which not only helps you achieve your business goals, but also ensures you have trained and knowledgeable staff to manage your solution going forward.
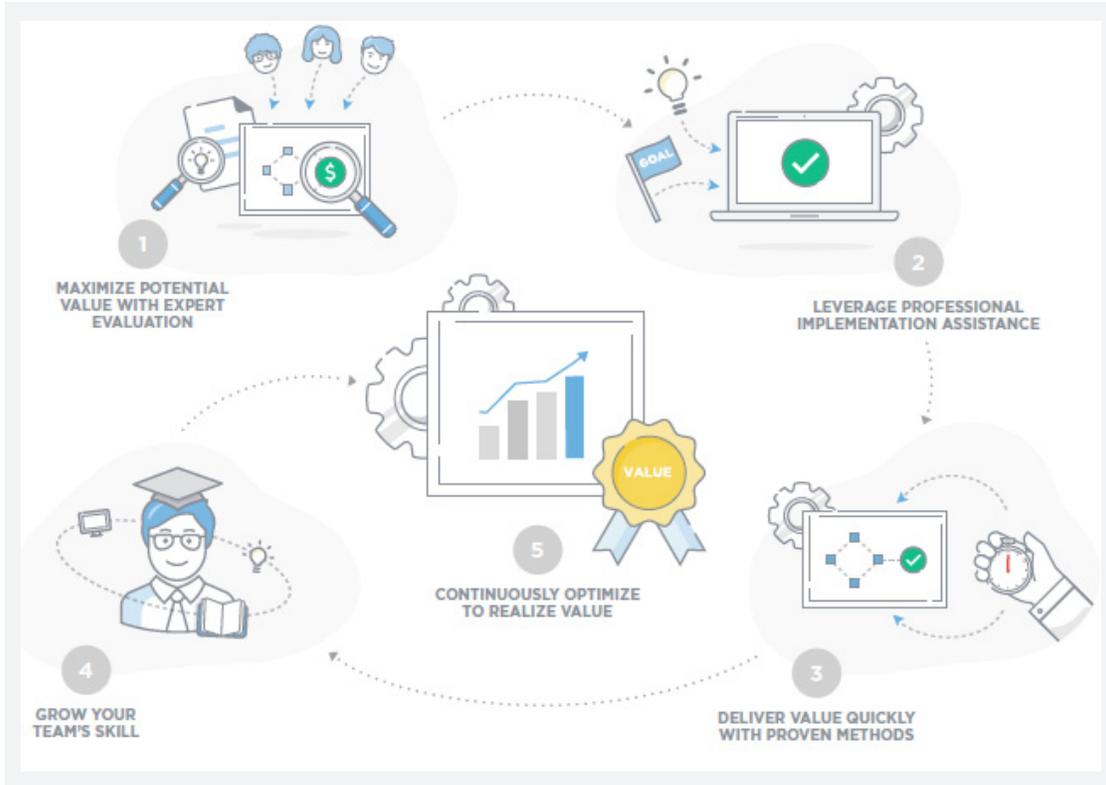
ServiceNow services are delivered using a best practice approach called the ServiceNow Adaptive Implementation Framework (SAIF). By utilizing a framework approach with core components, ServiceNow and services implementation partners can deliver outstanding services to our customers that are standardized, 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 as outlined early on in the sales conversation, thus accelerating delivery and time to value.

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