

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 Building Now Platform Business Apps

The Challenge

Today, enterprises need to do more with less to stay competitive. Transitioning manual business processes to enterprise-level applications and consolidating to modern application platforms will allow businesses to be more productive, increase innovation, and reduce risk.

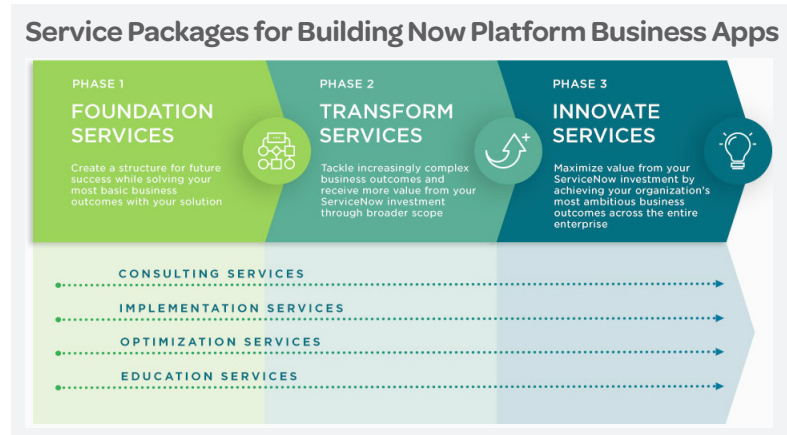
The ServiceNow Solution

We offer prescriptive, outcome-based service packages for building business applications to transition you from working on repetitive manual processes to focusing on strategic game-changing initiatives.

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 business goals.

The ServiceNow services provide a path to success so you can gain more value in your investment sooner. Our service offerings provide 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.

Each service includes expert-led workshops to understand and map the core customer requirements and identify specific success criteria to ensure the solution has a positive impact. Once finalized, our experts create custom applications and reduce costly rework and avoid failed go-lives by using the interface, architecture, uptime, and security benefits of the Now Platform™.



Foundation Services

The focus of Foundation Services for building business applications is to increase productivity and reduce maintenance costs. We do this by converting email-based and manual processes; consolidating application platforms and legacy applications; and modernizing outdated Lotus Notes applications to the Now Platform. With Foundation Services, we look for immediate opportunities to automate and improve, and implement the solution that is right for you.

Transform Services

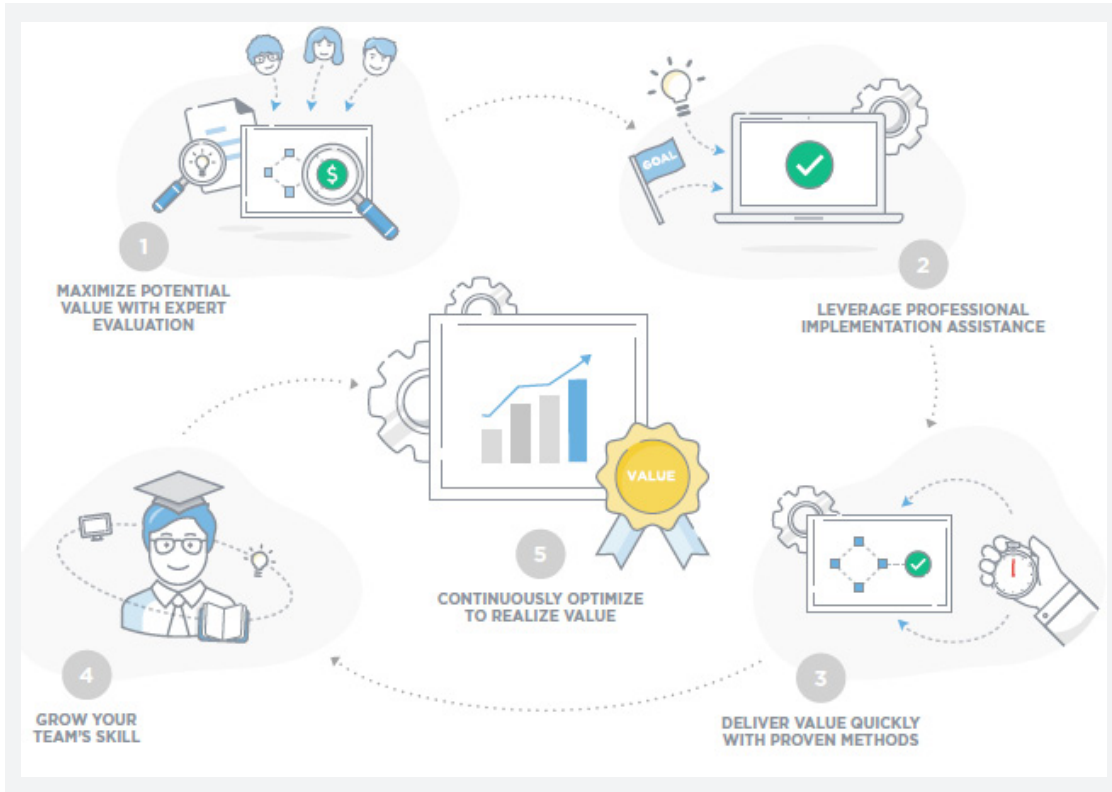
With Transform Services, we work with you to improve your application development process and accelerate your platform consolidation. Start by moving more applications to the Now Platform, improving them with the powerful capabilities of the platform as they transition. In addition, we emphasize mobile and automation capabilities into your applications to maximize efficiency and improve user experience.

Innovate Services

The Now Platform is becoming a key factor in your long term success. We have tremendous momentum and knowledge to build from as we move the platform into an enterprise wide capability. To do so, creating the right governance and culture is crucial to enable a faster rollout of applications across your organization. Developer specialization allows for deeper knowledge, while management of change activities help the enterprise manage demand and adjust to a culture where custom applications can be developed quickly and efficiently.

The ServiceNow Approach

The services we designed for building business applications 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.