

XenTegra

PARTNER MICRO ASSESSMENT



OPTIMISE YOUR SERVICENOW INSTANCE MORE EFFICIENTLY AND BETTER THAN EVER!

Digital transformation often starts with ITSM (IT Service Management), but it shouldn't end there. IT must be capable of extending digital excellence to every business process and every business unit across the enterprise: Operations. HR. Finance. Manufacturing. Supply chain. The Now platform from ServiceNow is a superior solution for expanding digital excellence.

OBJECTIVE

1. Evaluation of existing ITSM tool

- a. Is your ITSM tool suited for mature I&O processes?
- b. Does your tool allow for integration with broader IT operations management (ITOM) and deeper ITSM capabilities?

2. Assess Existing ServiceNow Implementation

- a. Assessment takes a deep look at the current state of your ServiceNow adoption, providing you with the technical due diligence
- b. Perform health check for customizations and custom applications
- c. Recommendations for platform optimization to align with business objectives

3. Understand the process gaps

- a. Tactical process assessment to understand necessary optimization and innovation opportunities
- b. Recommendations to achieve desired capabilities and maturity state

4. License Review

- a. Review pains or challenges you are experiencing with your installation
- b. Identify any gaps within your license where you could use assistance
- c. Determine if there are any modules you are not utilizing that could be of benefit to your organization

WHAT YOU WILL GET

1. Actionable recommendations for adopting technical best practices within your ServiceNow environment
2. Actionable recommendations for removing technical obstacles to process adoption or efficiency
3. A prioritized roadmap that scales with business needs over time
4. Prioritization of business decisions to further invest and optimize in the platform
5. Provides risk & challenges you are most likely to face when implementing NOW platform

WHY XENTEGRA

- ✓ Commitment & Vision
- ✓ Cost Optimization
- ✓ Technology Adoption
- ✓ One Partner for all ServiceNow Services