



SHI Compass

Comprehensive Platform Administration
Services for ServiceNow®



Your virtual ServiceNow support team

You've committed to the ServiceNow platform and its ability to optimize workflows across your organization but maintaining and enhancing the platform requires specialized, hard-to-find resources that may be difficult to retain due to the surging demand for ServiceNow talent.

SHI Compass is the on-demand ServiceNow support option that helps you stay focused on your organization's objectives and maximize your ServiceNow return on investment. ServiceNow Architects, Developers, Process Consultants, Administrators, and Trainers are available to provide support whether you need basic configuration changes, enhancements, upgrade support, or a roadmap to plan your ServiceNow journey.

ITx, Risk, and Security Support

SHI Compass support is available for ServiceNow ITSM, ITOM, ITBM, ITAM, as well as SecOps and Integrated Risk Management.

Once you choose a prepaid level of support, the SHI team will schedule a service initiation project. Requests for support are submitted through your ServiceNow catalog. You can easily categorize, prioritize, and approve requests measured against priority, value, and budget constraints.

Once approved, your SHI Compass support request is assigned to the appropriate resource(s) on the SHI team, and work begins. You will work directly with the selected technical resource for enhancements and, during larger efforts, will also work with a Project Manager.

Consistent resources

As your primary point of contact for all Compass support, your SHI Customer Success Manager will conduct your service initiation project as well as facilitate monthly meetings to review current requests and those completed during the previous month. For larger prepaid commitments, a technical subject matter expert is also assigned as part of your SHI Compass support team.



On-demand support
from ServiceNow certified:

- Architects
- Developers
- Process Consultants
- Administrators
- Trainers



Flexible capacity

Because SHI Compass is a prepaid support offering, our customers have the flexibility to use only the amount of funding needed at any time during the agreement term. There is no end-of-month pressure to schedule and use funds. Likewise, multiple support requests can be initiated at one time to respond to business demands, and work is completed along established timelines and SLAs.

Leveraging ServiceNow Impact

SHI partners with ServiceNow to deliver Impact, their subscription-based offering built on the Now Platform® application.

Impact brings together training, leading best practices, enhanced technical support, prescriptive guidance, and more to help you optimize your business strategies and make data-driven decisions.

Speed & efficiency

Working with a ServiceNow consulting partner requires initial project scoping, price negotiations, and purchasing and legal approvals, which all can take several weeks or even months to complete.

By using an SHI Compass support package, your SHI support team knows your instance, has credentials to perform the work, and can immediately take action across a broad array of platform capabilities.

Our experts draw on years of experience with ServiceNow software to ensure our customers get the most value out of the Now® service.



Your ServiceNow Backstop

- Platform Administration
- Process Enhancements
- Deployments
- MACD
- Roadmapping
- Assessments
- Training
- Advisory
- Integrations
- Compliance and Security

About SHI

SHI International Corp. is a transformational technology solutions provider serving the needs of more than 15,000 corporate, enterprise, public sector, and academic customer organizations around the world. It helps companies achieve business goals through the use of technologies ranging from software licensing and end-user computing devices to innovative cloud and edge solutions. With over 5,000 employees worldwide, SHI is the largest Minority and Woman Owned Business Enterprise (MWBE) in the U.S.

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