



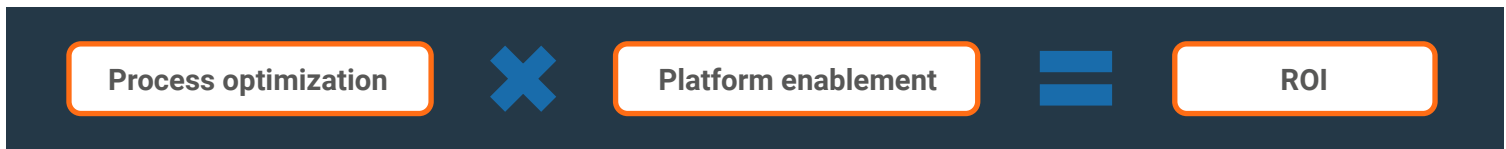
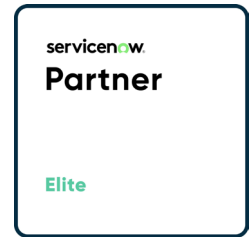
ServiceNow Practice

SHI delivers comprehensive advisory, deployment, maintenance, and licensing for the ServiceNow platform



Converging transformation – SHI’s ServiceNow success formula

Developed over decades of delivering successful ServiceNow implementations in the most challenging environments, SHI has created a ServiceNow success formula that delivers maximum ROI while minimizing technical debt.



Supporting the ServiceNow platform’s ITx space, SHI helps to optimize the policies and procedures leveraged in delivering IT services within your organization. IT service management, asset management, business management, operations management, security, risk, and many other processes have similar foundational characteristics, but each process varies when utilized in diverse markets such as education, life sciences, pharmaceuticals, entertainment, government, large and small enterprise, and manufacturing.

Each of these sectors seek the same IT management benefits, and while they have similar foundations, they each require a unique deployment of ServiceNow. Quick-start and cookie-cutter implementations only invite chaos at go-live, accumulation of technical debt, employee frustration, and unrealized ROI.

Step 1

- Understand how your organization runs, recognizing and transforming legacy functionality where practical and converging on process methodologies that can be aligned with leading market tools for support.
- Ensure that the alignment relies on configuration and minimizes the technical debt inherent in customization.

Step 2

- Using industry-leading experience in ServiceNow, configure the deployment of ServiceNow to converge the newly optimized processes with the Now Platform capabilities.
- Drive a “configure” not “customize” philosophy to take advantage of future ServiceNow releases and ease the platform upgrade process.

Step 3

- Drive adoption of the optimized processes and their implementation in ServiceNow through inclusion of users at each step of the deployment, imparting ownership in the result and the ability to provide meaningful feedback during the deployment, as well as post go-live support.



Practical experience delivers converging transformation

SHI's delivery teams include experts in the operational and strategic processes implemented across the ITx space, as well as technologists that have performed implementations across the entire Now Platform. We work with you to ensure that the processes and supporting tools converge together, with give and take from both sides, resulting in a customer-centric foundation for digital transformation.

ServiceNow license expertise

As one of ServiceNow's largest solutions providers, we can advise on entitlements, provide mid-contract reviews and analysis, and consult on the Now Buying Program – even if the licensing was not purchased through SHI. Many customers who purchase large volumes of IT hardware and software find it convenient and beneficial to consolidate their ServiceNow license purchases with SHI.

Managed services and Now Platform support

Staffing fluctuations or skillset gaps can cause delays in rolling out or managing critical ServiceNow capabilities. SHI can support these concerns by delivering ServiceNow-as-a-Service.

Flexible Capacity and Ad Hoc Support

Acting as your ServiceNow backstop, SHI's Compass™ offering is prepaid consulting support for any type of enhancement, at any time during the agreement term. With no end-of-month pressure to schedule and use funds, you can also initiate multiple support requests at one time to respond to business demands. In addition, Compass work is completed within established timelines and SLAs.

SAM Pro Managed Service

Managing your top 20 publishers, as well as the hundreds (or thousands) of publishers in your software estate is a daunting task. With SAM Pro-as-a-Service, your staff can focus on the strategic projects and leave the work of fulfillment, entitlement, reconciliation, optimization, and audit management to our dedicated experts.

Publisher Managed Services

In large enterprise environments, maintaining entitlements for your top 20 publishers can be a challenge. SHI provides a managed service on a per-publisher basis, delivering the expertise and confidence required to nearly eliminate, and most certainly prepare for, any potential software audit. Our experts draw on years of experience with ServiceNow to ensure you get the most value out of the Now Platform.

To get started, please contact your SHI account executive today.