



ServiceNow® platform optimization assessment

Maximize the value of your ServiceNow investment with SHI



Unlock the full power of ServiceNow

ServiceNow is a powerful platform — but without expert guidance, many IT teams struggle to unlock its full potential, leaving efficiency gains, ROI, and strategic alignment unrealized.

SHI's ServiceNow platform optimization assessment delivers a targeted, expert-led review that identifies underutilized capabilities, improves platform performance, and aligns ServiceNow with your business goals.

Why SHI?

- **Proven expertise:** With 35+ years of IT leadership, a global team of 6,000+ employees, and a 99% customer retention rate, SHI brings deep domain expertise and a proven track record to every engagement. Our certified ServiceNow professionals, including senior architects and business process consultants, combine technical precision with business insight to drive platform success.
- **Trusted partnership and project management:** SHI integrates seamlessly with your team, offering responsive support and expert guidance. Our PMP and agile-certified project managers have 14 years' experience on average and ensure every engagement is executed with precision, accountability, and adaptability.
- **Security-first approach:** Security is embedded in every step. SHI's assessments utilize the frameworks that best suit your needs to ensure data privacy, compliance, and platform resilience.
- **Award-winning excellence:** SHI is the largest Minority and Woman-Owned Business Enterprise (MWBE) in the U.S. and the winner of the 2024 AI-Driven Enterprise Award. We are consistently recognized for excellence and innovation in IT services.

Assessment outcomes

- Executive summary with key findings and recommendations
- Optimization roadmap aligned to business priorities
- Utilization snapshot highlighting platform engagement
- Gap analysis and remediation report
- Stakeholder readout session for alignment and next steps

Core advantages

- Clear, actionable roadmap for faster, smarter decisions
- Improved user adoption and platform utilization
- Reduced upgrade effort and maintenance overhead
- Strengthened governance, automation, and data quality
- Confidence in data privacy with industry-standard protection

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Transform workflows, increase value

Discovery and data collection

Gain a complete view of your ServiceNow environment through in-depth analysis and direct stakeholder engagement, including:

- Reviewing existing documentation, configurations, workflows, and customizations.
- Collecting instance health metrics, app inventory, and integration details.
- Facilitating workshops and interviews with process owners, developers, and admins.

Technical assessment

We evaluate your platform's architecture, integrations, and codebase to uncover performance bottlenecks, technical debt, and security gaps, including:

- Assessing instance architecture, integrations, and server setup for reliability.
- Reviewing scripts, workflows, and configurations to drive maintainability and efficiency.
- Analyzing CMDB structure and data accuracy for optimized data integrity.
- Examining security controls and compliance to protect your environment.

Gap analysis and strategic roadmap

We translate findings into an actionable, prioritized high-level roadmap tailored to your business goals, including:

- Presenting core findings and strategic insights into leadership.
- Delivering a report detailing gaps in platform utilization, process alignment, and technical health.
- Providing key utilization metrics and improvement areas.
- Recommending targeted quick wins and long-term optimizations.
- Supplying an actionable high-level roadmap for confident ServiceNow platform planning.

Engagement tiers aligned to your goals

Tier	Scope
Foundation	Focused assessment of 1-2 ServiceNow modules for targeted insights
Comprehensive	Deep dive into 3-5 modules including CMDB and key integrations
Strategic	Full platform review, multiple modules, and integrations

Ready to realize the true potential of ServiceNow?

After your assessment, SHI can support your journey with implementation services and ongoing optimization, ensuring lasting value from your ServiceNow investment.

Contact your ServiceNow specialists today to schedule your platform optimization assessment:

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