

WE GET SOMETIMES IT'S JUST EASIER TO WATCH THAN READ.

CDW Amplified™ OS and Apps End-User Instructional Videos



Increase user adoption by providing accessible, on-demand video training. Overcome initial hurdles by taking the most common tasks that users will need to understand and providing targeted training that is quick to watch and easy to absorb.

CDW's End-User Instructional Videos can help you achieve:



Increased Performance



Operational Efficiencies



Agility

Orchestrating the Right Solution

Educate users on how to perform basic functions within ServiceNow. Created with the end user in mind, these are short, non-technical, narrated videos that use screen recordings to demonstrate the specific actions end users will need to perform to submit tickets, check statuses and receive assistance.

Benefits You Will Receive:

- **Short and Sweet:** At one to two minutes in length, these videos are easy for your end users to watch and digest.
- **Focused Messaging:** We target very common tasks that the majority of users will find relevant, like submitting a Service Request or checking ticket status.
- **Show It Off:** Narrated live demo of system functions with intro and outro screens.

CDW GETS SERVICENOW

As a ServiceNow Elite Partner, we are driven to achieve top results for your ServiceNow initiatives. We have the experience, expertise and proven customer satisfaction track record you're looking for.

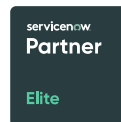
Important Stats

- Greater than 9 (out of 10) CSAT Score
Visit servicenow.com/partners to see details
- 140+ ServiceNow Certifications
- Authorized ServiceNow Trainers
- 800+ ServiceNow Application Deployments
- AXELOS® Accredited ITIL® Trainers
- IT Service Management since 2003
- ServiceNow Partner since 2013

What Our Customers Say

"Your team has been a great pleasure to work with during our transition to ServiceNow."
— Cindy (Restaurant Franchise Company, Independence, OH)

"Excellent expertise and focus on exactly what needed to be done, and delivered."
— Paula (Investment Company, Boston, MA)



CDW's full lifecycle of Services can support your business no matter where you are on your journey



Deliverables Checklist

The following deliverables are included in CDW's End-User Instructional Videos:

Deliverables	End-User Instructional Videos
Kickoff session with marketing team to strategize your training goals and video content	✓
Professional script, with up to three customer revisions and final customer approval	✓
One- to two-minute video: <ul style="list-style-type: none">· Focused on the launch time frame, purpose of the project and key features· Professional narration and background music· TV commercial-style with professional graphics and intro/outro· Delivered in .mov, mp4, or .wmv formats	✓

Proofpoints

>9

CDW's CSAT Score (out of 10)

Visit servicenow.com/partners

to see details

140+

ServiceNow Certifications

800+

ServiceNow Application Deployments



To learn more about CDW's End-User Instructional Videos, call your account manager or 866.782.4239.



CDW AMPLIFIED™
SERVICES