

# WE GET GIVING YOUR ITSM IMPLEMENTATION A JUMPSTART MEANS FASTER ROI.

CDW Amplified™ OS and Apps ITSM Jumpstart



## Start-to-finish ITSM implementation services by CDW

The ITSM JumpStart is a six-week, start-to-finish ITSM implementation that leverages out-of-the-box functionality, combined with best practice guidance, to jump start your organization's time-to-value.

CDW's ITSM JumpStart can help you achieve:



Faster Innovation



Operational Efficiency



Increased Performance

## Orchestrating the Right Solution

It's a cost-effective approach that leverages pre-packaged experience and proprietary tools to accelerate timelines and maximize results for an ITSM Solution. With two weeks of onsite, interactive development and show backs, the CDW approach is a comprehensive program that provides quick results with effective use of resources.

### Benefits You Will Receive:

- Core Setup, SSO/LDAP, Incident, Problem, Change, Knowledge, Request/Service Catalog, and Service Portal
- Process and technical guidance
- Fully dedicated team of experts that will work to ensure your implementation success
- AIM style, interactive development where CDW is onsite with you for weeks 3-5 of the projects

## 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.

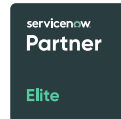
### Important Stats

- Greater than 9 (out of 10) CSAT Score Visit [servicenow.com/partners](https://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



Design



Orchestrate



Manage



On-Premises



On-Journey



Cloud-Based



CDW AMPLIFIED™ SERVICES

## Deliverables Checklist

The following services are included in CDW's ITSM JumpStart:

Deliverables	ITSM JumpStart
Process and technical guidance	✓
AIM-style development	✓
Train-the-Trainer at the end of the project	✓
One week of Critical Care Support after go-live	✓

## Proofpoints

>9

CDW's CSAT Score (out of 10)

Visit [servicenow.com/partners](https://servicenow.com/partners)

to see details

140+

ServiceNow Certifications

800+

ServiceNow Application Deployments



To learn more about CDW's ITSM Jumpstart, call your account manager or 866.782.4239.



**CDW AMPLIFIED™  
SERVICES**