WE GET YOU COULD USE A LITTLE HELP GETTING STARTED WITH SERVICENOW.

CDW Amplified™ OS and Apps
ServiceNow Implementation Add-Ons

A ServiceNow implementation is a major organizational undertaking. Beyond configuration and go-live, you will likely still need assistance in other mission-critical ways. Proper testing, training, documentation and knowledge transfer is necessary for success. While some organizations have the internal resources to carry a large part of the load and get the most out of the new platform, many do not. CDW's ServiceNow Solutions team offers three specialized add-on services, all based on industry best practices, that will give your implementation a boost — while making the transition smoother and more complete.

CDW's ServiceNow Implementation Add-Ons can help you achieve:

- Agility
- Operational Efficiencies
- Increased Performance

Orchestrating the Right Solution

The Options:

- **Consultant-Led Application Testing:** User Acceptance Testing (UAT) for ServiceNow applications, facilitated by expert implementation consultants.

- **Consultant-Led Fulfiller Training:** We'll conduct a series of training sessions customized to your organization's ServiceNow implementation, explain how processes have been designed and configured and how the end users will utilize the system.

- **Configuration Documentation:** Detailed documentation of all configuration changes we've made to your instance during the project.

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.
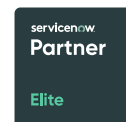
Important Stats

- 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)

servicenow
Partner
Elite

servicenow Authorized Training Partner

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 | **CDW AMPLIFIED™ SERVICES**

Deliverables Checklist

The following deliverables are included in CDW's ServiceNow Implementation Add–On options:

Deliverables	ServiceNow Implementation Add–Ons
Consultant–Led Application Testing · Test Cases with expected results · Test Results	✓
Consultant–Led Fulfiller Training · Digital training guides for Fulfiller roles · Two remote classes for up to 25 people each (two–hour max per session)	✓
Configuration Documentation · Detailed configuration documentation for each Story	✓

Proofpoints

>9

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To learn more about CDW's ServiceNow Implementation Add–Ons, call your account manager or 866.782.4239.

CDW | CDW AMPLIFIED™ SERVICES