

WE GET EVEN THE MOST MATURE ORGANIZATIONS COULD USE ADDITIONAL IT HELP.

CDW Amplified™ OS and Apps ServiceNow Upgrade Assistance



Upgrading can feel like an uphill climb. We can help take the anxiety and difficulty out of planning, preparing and migrating successfully to a newer release of ServiceNow.

CDW's ServiceNow Upgrade Assistance can help you achieve:



Increased Performance



Operational Efficiencies



Agility

Orchestrating the Right Solution

We use ServiceNow's proven six-phase approach to upgrade your instance of ServiceNow to the next sequential release. We'll help you plan, prepare and migrate successfully to a newer release of ServiceNow, verifying custom applications along the way or implementing new ones if necessary.

Upgrade Assistance Highlights:

- An upgrade of Production instance and up to two non-Production instances
- Execution of the Upgrade Monitor and evaluation of results
- 50 hours of remediation work by ServiceNow experts

Note: Upgrades to additional instances or upgrading more than one release version may be purchased, as needed.

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.

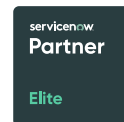
Important Stats

- 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



Design



Orchestrate



Manage



On-Premises



On-Journey



Cloud-Based



CDW AMPLIFIED™ SERVICES

Deliverables Checklist

CDW's ServiceNow Upgrade Assistance includes the following:

Deliverables	ServiceNow Upgrade Assistance
Upgraded instance to the next sequential release of ServiceNow	✓
Upgrade Summary Report (generated in the customer's system)	✓
Completed Project Template/Project Plan	✓
Artifacts document (includes details on any remediated items)	✓

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 ServiceNow Upgrade Assistance, call your account manager or 866.782.4239.



**CDW AMPLIFIED™
SERVICES**