

# WE GET EVEN THE MOST MATURE ORGANIZATIONS NEED HELP OPTIMIZING SERVICENOW.

CDW Amplified™ OS and Apps  
SmartAdmin



Is your ServiceNow platform being underutilized? Do you want to get more out of ServiceNow but don't have the internal resources? With SmartAdmin, CDW provides program management, implements enhancements and oversees platform maintenance and customer service while you attend to the larger issues of maximizing ServiceNow's impact on your business.

CDW's SmartAdmin can help you achieve:

-  Increased Performance
-  Agility
-  Operational Efficiencies

## Orchestrating the Right Solution

What makes SmartAdmin a good fit for you? Ask yourself a few questions:

- Do you own your own ServiceNow instance (i.e., a vendor doesn't host it for you)?
- Is your current Admin able to keep up with platform changes?
- If you're using ServiceNow, are you happy with the performance of your current managed services vendor?
- Do you have in-house experts to ensure you're using your platform to its fullest potential?

If the answer to any of those is no, SmartAdmin could be beneficial to your business.

Benefits You Will Receive:

- **Focus on Innovation:** Free yourself to focus on larger initiatives with a greater impact.
- **Extend Your Team:** Augment your staff with a highly skilled team of certified technicians.
- **Accelerate ROI:** Get more results out of your system as you prioritize important initiatives.
- **Reduce Costs:** Save yourself the expense of recruiting and employing full-time system admins.

## 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.

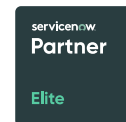
### Important Stats

- 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



## Deliverables Checklist

CDW's SmartAdmin Services includes the following deliverables:

Deliverables	SmartAdmin
Dedicated end-user support team	✓
Unlimited numbers of Incident, Request and Problem tickets within established SLAs	✓
Dedicated Program Manager to provide consultation and guidance on ITIL best practices	✓
Monthly Enhancement releases	✓
Annual platform upgrades	✓
Full ServiceNow Administrator services, including patching and cloning to maintain system health	✓
Block of monthly hours for development and deployment of Enhancements	✓
Monthly metrics reports	✓
Weekly status reports	✓

## 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 SmartAdmin, call your account manager or 866.782.4239.



CDW AMPLIFIED™  
SERVICES