

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

CDW Amplified™ OS
ServiceNow Implementation

Your ServiceNow implementation is in the best hands with CDW's ServiceNow Solutions team. We have the expertise and experience to help you with both IT and non-IT applications, configured for your current processes and aligned with ITIL best practices. You'll have the peace of mind of working with one of the highest ranked partners in the ServiceNow partner community.

CDW's ServiceNow Implementation can help you achieve:

-  Increased Performance
-  Operational Efficiencies
-  Cost Reduction

Orchestrating the Right Solution

Using a proven methodology – SAIF (ServiceNow Adaptive Implementation Framework*) – our delivery experts guide you through the entire implementation process effectively and efficiently. We deliver custom applications and keep your team involved and interacting from start to finish. We have an expert project team working on your implementation, including an Engagement Manager, a Business Process Consultant and a Solution Architect, all committed to making your implementation as smooth as possible.

Benefits You Will Receive:

- Proven Methodology:** We use the SAIF methodology, consisting of five stages: Initiate > Examine > Plan > Create > Transition. This proven method ensures that your needs are met.
- Seamless Communication:** We utilize a Customer Portal built in ServiceNow for the project team and customer to collaborate and review/approve/test Stories, view status reports and chat in real time.
- Dedicated to Your Success:** Our goal is your organization's total success with ServiceNow. We do this through monthly NPS feedback and regular status reports to guarantee 100% satisfaction.

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



*See ServiceNow's SAIF Methodology graphic on Page 2.

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.

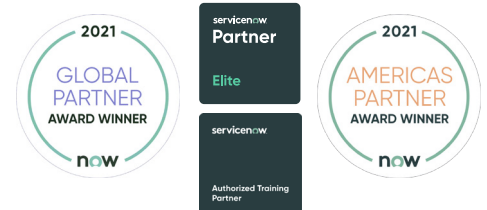
Important Stats

- 4.5+ (out of 5) CSAT Score
Visit servicenow.com/partners and search "CDW" for details
- 640+ ServiceNow Certifications
- Authorized ServiceNow Trainers
- 2,000+ 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 AMPLIFIED™
SERVICES**

Deliverables Checklist

The following deliverables are included in CDW's ServiceNow Implementation:

Deliverables	ServiceNow Implementation
Stories with Acceptance Criteria	✓
Artifacts Document	✓
ServiceNow Administrator Knowledge Transfer <ul style="list-style-type: none"> Remote video-conferencing sessions between the Provider Solution Architect on the project and the System Administrators to review: <ul style="list-style-type: none"> Artifacts document High-level overview of solution delivered Update Set management Recording of the sessions for future reference 	✓
Train-the-Trainer sessions	✓
Go-Live Checklist	✓

Proofpoints

#1

ServiceNow's
Global Elite Segment and
Americas Elite Segment
Partner of the Year 2021

640+

ServiceNow Certifications

4.5+

CDW's CSAT Score (out of 5)
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2,000+

ServiceNow Application
Deployments

ServiceNow's SAIF Methodology

