*QUICK*START for SERVICENOW

THE CHALLENGE

You've made the decision for ServiceNow and want to move forward. But how? What's the most efficient way to get to production? And will you be ready internally to support it?

We can help accelerate time-to-value and deliver risk free with SuMO QUICKSTART for ServiceNow.

"We would like to thank you and your team for your contribution in helping successfully deliver the project. You have shown true professionalism and great team work in partnering with us."

WHAT IT IS

SuMO QUICKSTART for ServiceNow is a fixed-price, low-cost starter service designed to accelerate time-to-value by getting you up and running quickly. Guaranteed.

HOW IT WORKS

By leveraging out-of-box workflows and ServiceNow's "StartNow" implementation methodology - an agile & iterative approach based on best practices and deployment experience – we can deliver quicker, for less.

SCOPE

Here's what you get with QUICKSTART for ServiceNow:
- ✓ Incident / Problem / Change management & CMDB that leverages out-of-box workflows and ITIL v3 best practices
- ✓ Loading of your reference data
- ✓ eMail and LDAP integration
- ✓ Configuration of self-service ticketing
- ✓ Team mentoring, user training and knowledge transfer
- ✓ Documentation
- ✓ Project Management
- ✓ Go-Live & 30-day post production support

And additional options for:
- ✓ Employee Self Service (ESS)
- ✓ Request Management / Service Catalog

SuMO
YOUR SERVICE MANAGEMENT ORGANIZATION

SuMO *QUICK*START Services can have ServiceNow configured and ready for deployment in as little as 30 days. Guaranteed*.

*QUICK*START STEPS

Planning
We'll work with you to review requirements, integrations, training needs and develop a project plan that you can use to track project status.

Training
Get your team up to speed on ServiceNow with the goal of being self sufficient post-deployment as quickly as possible.

Design
We'll configure ServiceNow to your needs, load the user accounts and implement any in-scope changes to process flows & forms.

Transition
Get ready to go-live! We'll support user testing to ensure the system is functioning as expected and don't worry, we'll be there to support you for 30 days post-production to answer any questions.

Documentation & Knowledge Transfer
You'll be working with us every step of the way so your administrators and IT staff will be familiar with the system. We'll give you documentation of any configurations and we'll run through some typical scenarios to ensure you have the skills to maintain the system.

CERTIFIED

servicenow

ITIL Process Automation | Service Catalog | CMDB | Asset Management | Discovery

WHY SuMO?
15+ years working with companies of all sizes to deploy, integrate, upgrade, report and support their mission critical IT Helpdesk solutions.

With one of the largest IT Service Management practices in North America, we'll help you cross the finish line in record time. Guaranteed.

V2.0.1

* Ask your account executive for details

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