

OPERATE

ServiceNow consulting and implementation

ServiceNow pays off when the foundations are right.

Most instance problems trace back to process, data and integration gaps. Provate's ServiceNow consultants advise, implement and optimize across service, operations, asset, security and customer workflows, and clean up what's underneath before adding features.

IN PRACTICE

End to end

Advisory, implementation, integration and optimization from one ServiceNow team, for a new instance or one that has drifted.

THE PROBLEM

Many instances were built to hit a go-live date. Processes were copied from an old tool, the CMDB was loaded once and never maintained, and each new requirement became a customization. Now upgrades are risky and slow.

The symptoms are familiar. Tickets bounce between teams, engineers keep their own spreadsheets, and the SLA dashboard is green while users complain.

WHAT CHANGES

01 Processes configured around how your teams work today

02 A CMDB your engineers trust during an outage

03 Upgrades planned and tested well before the release date

04 Monitoring and security events that land in the right queue automatically

05 Experience measured alongside SLAs

QUESTIONS TO ASK

Of any provider, including us.

01

Where do our engineers look first during an outage?

02

How many releases behind is our instance, and why?

03

How many times does a ticket change hands before it's fixed?

WHAT'S INCLUDED

Foundations

IT service management

incident, request, problem and change

CMDB and service mapping

starting with your critical services

Knowledge and self-service

a portal people actually use

Extend

IT operations management

event management and discovery

IT asset management

hardware and software, end to end

Security operations and CSM

security and customer work on one platform

Keep it healthy

Integrations

monitoring, identity and DevOps tools

Upgrades and clean-up

less technical debt with every release

Platform expertise on demand

specialists who join your team

HOW IT RUNS

PHASE	WHAT HAPPENS	WHAT YOU GET
Assess	Instance health check covering processes, data quality, customization and integrations.	A findings report with priorities
Design	Target processes and a CMDB model built around your critical services.	A design your process owners agree
Implement	Configured in releases, with integrations, testing and training.	A working release every few weeks
Optimize	Upgrades, clean-up and improvements measured against user experience.	An instance that stays current

CLIENT STORY

TECHNOLOGY & SAAS

Service delivery that users noticed

A technology company wanted better service quality as it scaled. We took ownership of service delivery management and tightened incident, request and problem processes. We also gave leadership real-time dashboards for service health, SLAs and backlog, and automated the repetitive work that was eating the team's time. NPS and CSAT both went up.

NPS ↑

net promoter score

CSAT ↑

customer satisfaction

Real time

service health, SLA and backlog dashboards

NEXT STEP

Ask for an instance health check.

+1 (512) 666-9422 • info@provate.net • provate.net

Usually delivered as Advisory & Consulting or Project Services. Also available: Staff Augmentation when you need ServiceNow specialists in your team.

United States

7300 State Highway 121, Suite 300, McKinney, Texas 75070

India

5th Floor, Western Aqua, Hitech City Road, Kondapur, Hyderabad, Telangana 500081