

# **CLOUD SUPPORT SERVICE DESCRIPTION**

## **AWS CONNECTOR FOR SERVICENOW**

### **SERVICE OFFERING**

## CLOUDSOFT AWS/SERVICENOW CONNECTOR

*Let Cloudsoft supercharge your Service Management by connecting ServiceNow to AWS*



ServiceNow and AWS are strategic technologies for many enterprises. The AWS Service Management Connector for ServiceNow brings these technologies together, enabling ServiceNow users to provision, manage, and operate AWS resources natively from ServiceNow, facilitating significant benefits for users, administrators and business stakeholders.

***However, the reality of successfully integrating these key technologies can present challenges; such as skills, time and resource shortfalls, bespoke considerations, and more. Cloudsoft can help.***

### WHY CLOUDSOFT FOR THIS?

Cloudsoft is the *official launch partner for the AWS Connector for ServiceNow*. Cloudsoft assisted AWS with the development, customisation and implementation of the AWS Connector for ServiceNow. Cloudsoft therefore has more knowledge and hands-on expertise with the connector than anyone else in the world; and is ideally placed to help you successfully bring these critical technologies together.

## CLOUDSOFT AWS/SERVICENOW CONNECTOR

### CLOUDSOFT AWS CONNECTORS SERVICES:

Cloudsoft will guide and support you through your specific integration scenario between your ServiceNow setup and AWS with the AWS Connector for ServiceNow. Our services include:



#### EXPERT-LED GUIDANCE

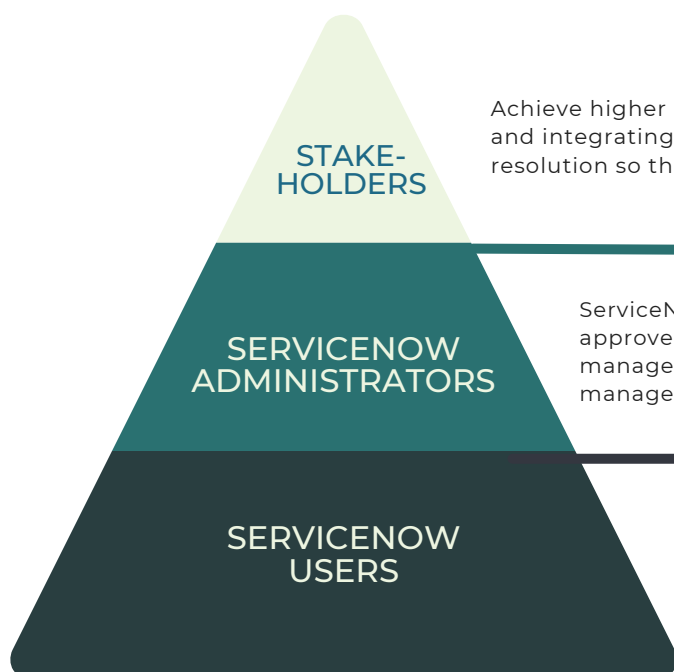
Hands-on expertise to support experimentation, innovation, implementation and management of any integration scenario between ServiceNow and AWS.



#### CUSTOMIZED CONNECTORS

You have unique requirements for your ServiceNow & AWS integration. Cloudsoft can provide a connector specifically for you and customized to your specific business needs.

## THE BENEFITS OF INTEGRATING **now** + **aws**



Achieve higher ROI from your strategic technology investments by automating and integrating across both platforms. The result: achieve effective incident resolution so that both AWS and ServiceNow goals are met in unison.

ServiceNow Administrators can now execute automation playbooks, extend approved AWS resources to end users through the AWS Service Catalog, manage incidents through AWS Systems Manager OpsCenter, track and manage CMDB resources and much more.

ServiceNow users can manage AWS products in the Service Catalog, visualize the CMDB, request automation playbooks on AWS resources with runbooks, integrate AWS resources into your ServiceNow Portal and much more.

## CLOUDSOFT AWS/SERVICENOW CONNECTOR

### THE CLOUDSOFT SERVICE OFFERING:

Cloudsoft will guide you through integration scenarios between your ServiceNow implementation and AWS with the AWS Connector for ServiceNow.

Our services are typically delivered in series of workshops where expert Cloudsoft consultants will:

- Explain and demonstrate the benefits achieved by integrating these two key technologies
- Gain situational awareness of your specific ServiceNow implementation and integration goals
- Design the architecture of your bespoke ServiceNow and AWS integration scenario(s)
- Provide your organization with a customized connector product (if required)
- Set up your AWS Connector for ServiceNow, in line with your needs
- Configure your AWS Connector for ServiceNow to connect to your AWS services
- Provide comprehensive support during the entire integration scenario till successful go-live
- Provide ongoing support and management

In addition, it also includes a dedicated technical support before, during and after the implementation and direct communication on product updates and resolving issues.

## CLOUDSOFT READINESS ASSESSMENT

## Cloudsoft Overview

*"Cloudsoft is a keynote example of a world-class Scottish cloud computing business"*

DIGITAL SCOTLAND, 2022

Cloudsoft are experts in using powerful software and transformational services to help organisations get value from their technology investments and in turn, achieve their digital ambitions faster. We're headquartered in Edinburgh, UK, but wow clients in the public and private sector around the world.

## CLOUDSOFT | AMP Our powerful software

Our flagship AMP software delivers a service and governance lens to orchestrate and govern critical services across hybrid IT environments, regardless of environment or location. This helps maximise value from technology investments, drives down costs and reduces non-financial risks.

## CLOUDSOFT | TEMPO Our transformational services

Our public cloud IT transformation expertise is embedded our Tempo cloud services, helping our clients to transform faster and exploit the benefits of cloud, cost-effectively.

We're an AWS Advanced Consulting Partner with Well-Architected, Immersion Days, Migration Acceleration Program, Microsoft Workloads and DevOps Competencies, a FinOps Foundation Member and a FinOps Certified Service Provider.



# CL-CLOUDSOFT

## CONTACT

Cloudsoft  
info@cloudsoft.io  
www.cloudsoft.io