Service Definition for ServiceNow Implementations & Managed Services

ADVANCE SOLUTIONS

Serving Our Customers for 15 Years

Global Company, Serving Customers Around the World

385+ Employees
10 Global Locations and growing

New York
USA

Belfast
UK

India HQ
Punjab

Vancouver
BC

Tel Aviv
Israel

New Delhi

Global HQ
Alpharetta, GA

Singapore

Mexico City
Mexico

Dubai
UAE/KSA
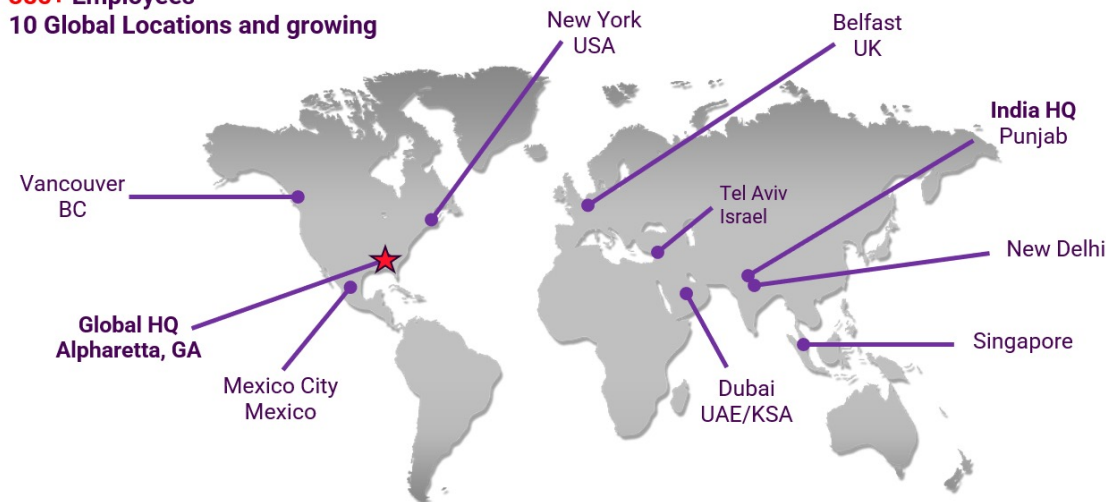
Industry Recognition: Don't just take our word for it

iSG 2022
ServiceNow Consulting, Implementation & Managed Services

Gartner 2022
Market Guide For ServiceNow Consulting, Implementation & Managed Services

Top Notch Capabilities Across All Aspects of Servicenow

servicenow
ELITE
Partner

Service Provider

servicenow
ELITE
Partner

Reseller

servicenow
ELITE
Partner

Consulting & Implementation

servicenow
ADVANCED PLATFORM
Partner

Build

Our People is Our Strength: Less than 1% attrition

glassdoor

4.6 ★★★★★ ⌄

90% Recommend to a Friend

97% Approve of CEO

Our Services & Solutions Deliver Outcomes Throughout An Organization's Journey

STRATEGIC ADVISORY	IMPLEMENTATION SERVICES	UI/UX DESIGN	SOLUTIONS & APP DEV	MANAGED SERVICES
Outcomes Anchored Strategic Roadmap	Servicenow Implementation	Human Centered Design Across All Interfaces	End to End Solution Design & Build	Focused Approach to Platform Health

ADVANCE Implementation Methodology

Initiate	Define	Execute	Transition	Close

Initiate
- Signature & Kickoff
- Project Review
- Pre-work, Demos & Analysis

Define
- Discover & Workshops
- Process Definition
- Design Iteration
- Architecture
- Story Review & Planning
- Project Plan Final
- Requirements Sign-off

Execute
- Development sprints, each 2 weeks long
- Daily Scrum calls
- Weekly Project team calls
- Weekly project status reporting
- Sprint demos for every sprint
- User Story grooming
- Sprint planning sessions
- Stakeholder communication & alignment

Transition
- Test Case Creation
- Story Testing
- Release Testing
- Data Validation
- Tool, Process, Admin & End-User Training Sessions
- Client Acceptance Testing

Close
- Knowledge Transfer
- Role Based Training
- Documentation
- Launch
- Hypercare

Strategy   Governance   People   Process   Technology

Our ServiceNow Managed Services Offerings

We Take Care of your ServiceNow Platform so You Can Focus on Your Core Business

Staff Augmentation

Use a resource or combination of resources to support platform or project delivery
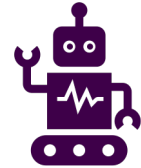
ServiceNow Advance Platform Services (SNAPS)

Use a bucket of hours for platform operations, backlog management, and upgrade support

Platform Management

Let ADVANCE manage your ServiceNow platform for you (including support, enhancements, patching, and upgrades)

ServiceNow as a Service

Deliver service management to your organization without owning your own ServiceNow instance

CUSTOMER Driven   ADVANCE Driven

ServiceNow Platform Managed Services Cover the Following

Platform Management per Best Practices
- Lead upgrades to newer releases
- Regular patching and cloning
- Platform governance process for Agile development
- Minor and major enhancements
- 3rd Party integration management
- Platform optimization and Health Checks

Expert Services
- Continuous Service Improvements
- Guidance on automations, efficiency gains
- Access to Domain experts & Practice Leads
- Licensing optimization
- Strategic roadmap planning
- Recommendations on new features

Service Assurance
- Government Security Cleared UK based team
- ServiceNow CSA Certified support consultants
- Direct liaison with ServiceNow for Incident resolution

Best in Class Customer Experience & Service Level Agreements
- Customer portal quick & easy access to raise tickets
- Incident, Request, Problem and Change Management support
- 24/7 Priority 1 Incident support
- Same day response for lower priority tickets
- Regular effective communication

Managed Services Support SLAs

- Critical Priority Incidents are supported 24x7 with our global customer support team
- Other priority level Incidents are supported as per the time zone commitments agreed upon with the customer
- Any Enhancements/new feature development follow the standard sizing of the requirements and completion due dates are based on estimated effort
- Dedicated customer support line is provided to the customer

#	Priority	Response SLA	Resolution SLA
1	Critical (P1)	0.5-1.0 hour	Within 8 hours
2	High (P2)	2.0 hours	Within 2 business days
3	Moderate (P3)	4.0 hours	Within 3 business days
4	Low (P4)	8.0 hours	Within 5 business days

Assumptions:
1. For P1 incidents, our global team is provided access to the platform
2. Incidents are managed in customer's ITSM platform and our team only provided Tier 2 and Tier 3 support, customer has their own helpdesk to triage incoming defects from customer end users

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