

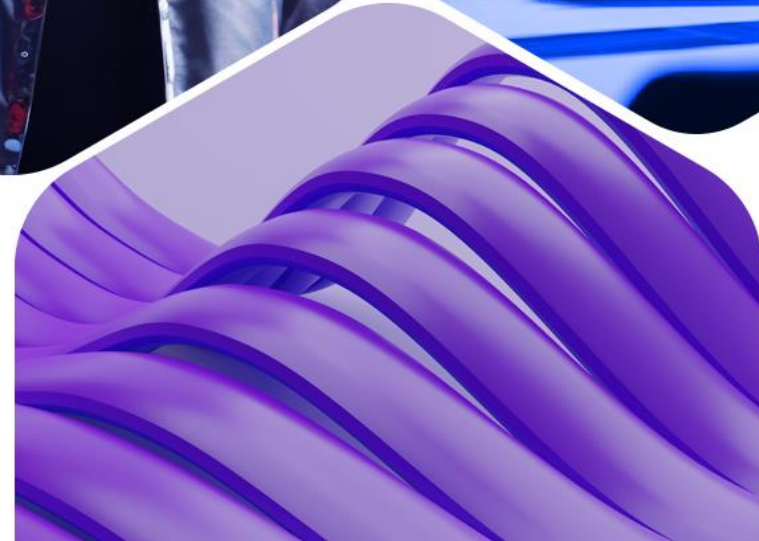


Enterprise Service Management

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Capability Presentation

www.visionet.com





Agenda

1. Practice Overview

2. Offering Snapshots

3. Our Frameworks

4. Case Study

5. Next Steps



01

Practice Overview

Practice Overview

Visionet’s ESM & ServiceNow practice team transforms enterprise IT with proven frameworks, certified experts, and a strategic ServiceNow partnership—boosting agility, cutting costs, and enhancing experience through AI automation, insights, and user-centric design thinking

Engagement Models	Consult	Implement	Operate	Improve	
Solutions	Enterprise Service Management		ServiceNow VisionEdge		
	• Experience Reimagined • ServiceX (Enterprise Service Modernization & Governance) • Service Integration & Management (SIAM) • IT Service Management (ITSM) • Strategic Assessments		• Information Technology • Human Resources • Risk & Security • Application Development • Industry Solutions		
	Generative AI		Agentic AI		
Differentiators	ServiceNow Partnership	Frameworks	POVs	COE/TOM	Starter Kits
Financial Models	Managed Outcome	Managed Services	Fixed Price	T&M	

Key Customers

REGENERON

beazley

Wolters Kluwer

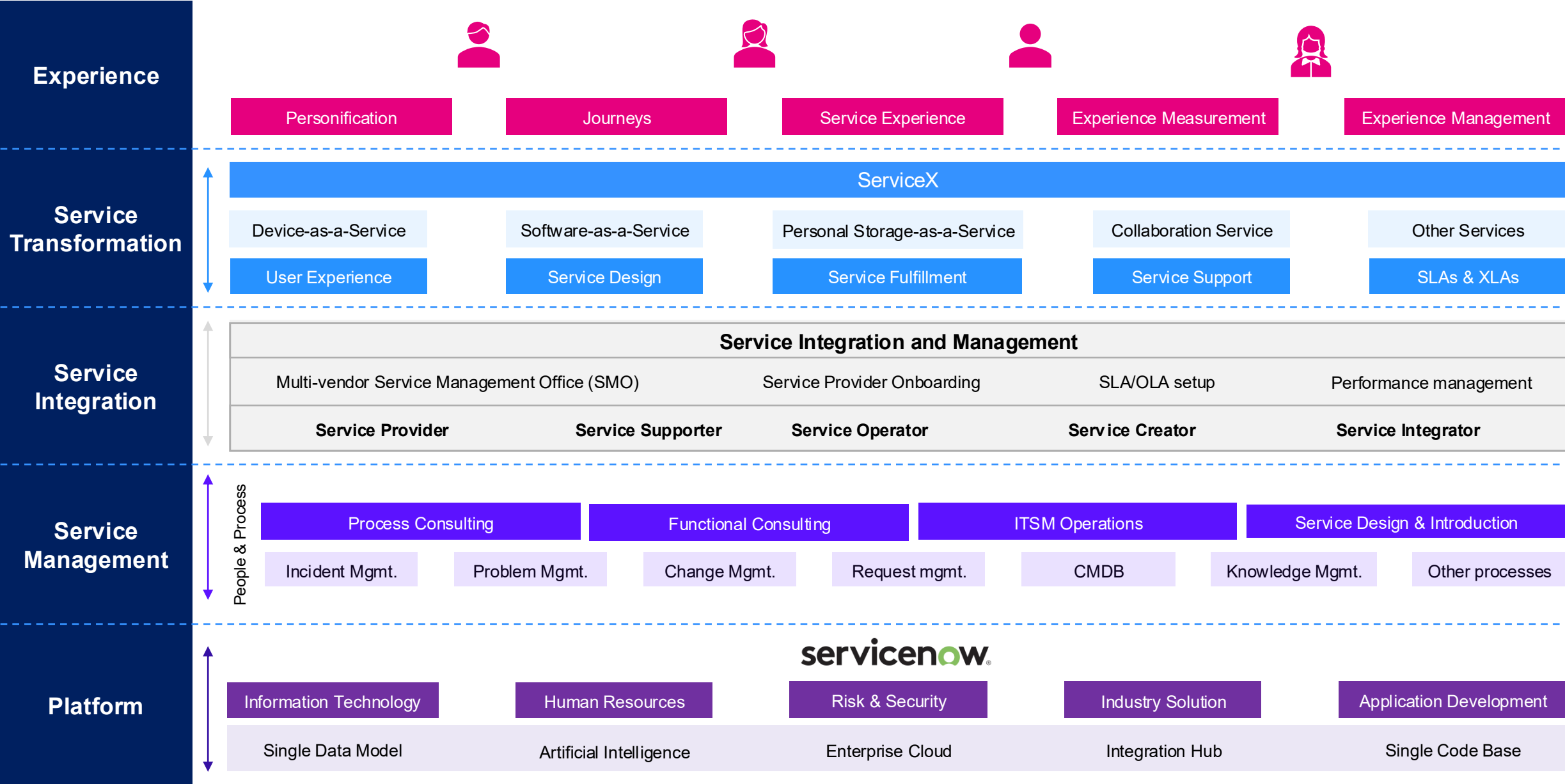
Broadridge



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One Frame: All We Offer



A man in a dark suit is seen from the side, looking at a large, curved digital display. The display is filled with various data visualizations, including bar charts, line graphs, and pie charts. The background is dark with some blurred lights, suggesting a modern office or data center environment. The overall color palette is dominated by dark blues and purples.

02

Offerings Snapshots

Enterprise Service Management

The Enterprise Service Management offering integrates various functions to deliver cohesive, strategic and employee centric service delivery throughout the organization



We deliver advisory-led ServiceNow implementations across diverse domains, tailored to each client’s unique needs and aligned with their strategic goals—driving measurable business outcomes and long-term value.



A futuristic cityscape at night, viewed from an elevated perspective. The sky is a deep blue and purple, filled with a grid of glowing white stars. Two glowing rectangular frames, one red and one yellow, are superimposed on the city. The red frame is on the left, and the yellow frame is on the right. The city below is a dense collection of skyscrapers and buildings, many of which are illuminated with blue and white lights. The overall atmosphere is high-tech and futuristic.

03

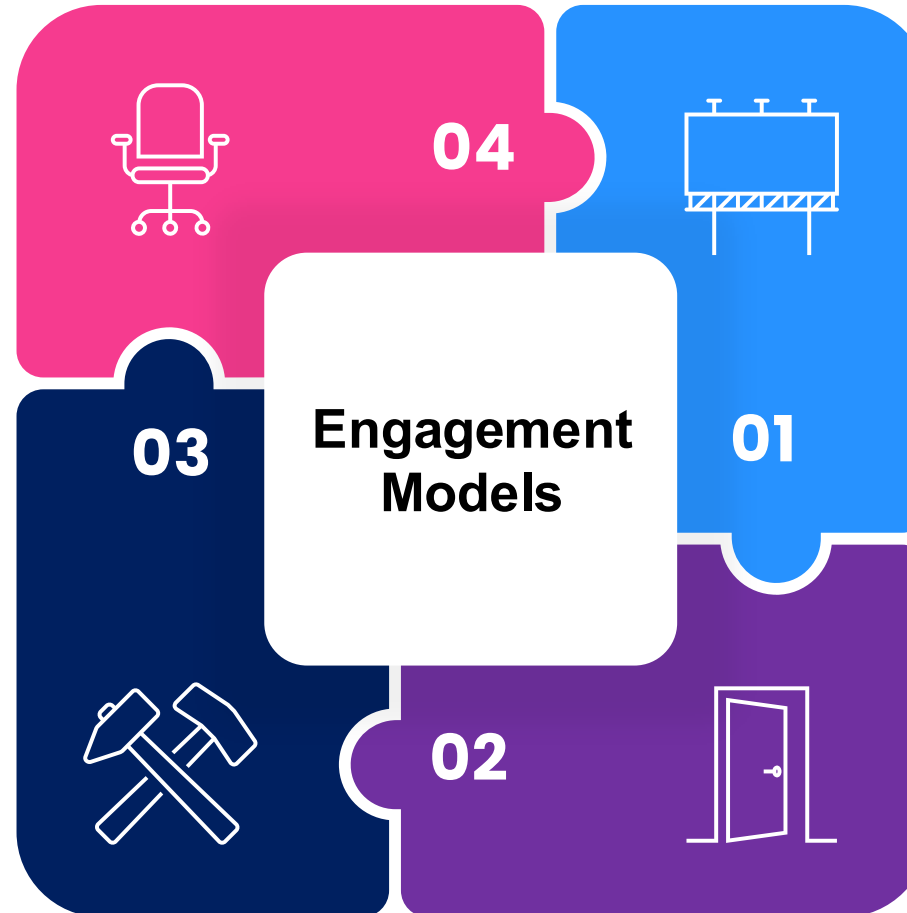
Our Frameworks & Engagement Model

Improve

- Analyze feedback and trends
- Identify and prioritize improvements
- Implement enhancements
- Review and report progress

Operate

- Policies adherence and process execution
- Performance measurement
- Security maintenance
- Data hygiene controls



Consult

- Design-thinking methodologies
- User centric methodologies
- TOGAF
- Experienced consultants (ITIL V3/V4, CSA, CIS, SIAM Certified)
- Frameworks driven consulting

Implement

- Agile methodologies
- Governance and compliance
- Configuration vs. Customization
- Development standards & policies
- Testing and validation
- Documentation and knowledge transfer
- Upgrade readiness



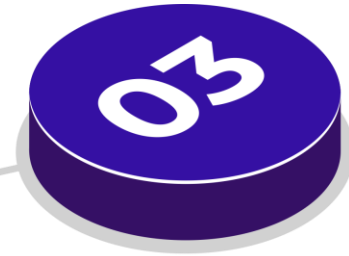
XE **(eXperienceEdge)**

Evaluates key touchpoints by aligning experience measurement methods with strategic goals.



ESM&G **(Enterprise Service Modernization & Governance)**

Enables service design that utilizes design thinking and XaaS (Anything & Everything as a Service) methodologies as its core.



VSA **(Visionet's Strategic Assessment)**

Visionet designed & owned 'Assessment & Governance' framework.

A futuristic cityscape at night, viewed from an elevated perspective. The sky is a deep blue-purple, filled with a grid of glowing white 'X' marks. Two red rectangular outlines highlight specific buildings: one on the left and one on the right. The city below is densely packed with skyscrapers, many of which are illuminated with blue and white lights. A bright light source, possibly the sun or moon, is visible on the right side of the sky, casting a glow over the scene.

04

Case Study

Improving Operations Efficiency Through Automation & Integration

Challenges

- Manual processes resulting in inefficiencies and increased time-to-resolution
- High error rates in database administration and IT operations due to manual inputs
- Complexity in managing incidents, HR cases, and cloud infrastructure without automation
- Delays and inefficiencies due to lack of streamlined workflows in HR and ITSM modules

Solution

- 20+ Workflow automations to improve efficiency across departments such as HR, IT, and security.
- Integrated CISCO-DNAC with ServiceNow to create incidents for WLAN controller downtimes
- Integrated Claroty to enhance OT asset management and track vulnerabilities
- Automated tasks and role adjustments for Data Certification users
- Implemented LDAP user mapping for non-production environments
- Enabled users to reset their OKTA MFA via API
- Implemented automation for the AWS server build process

Total Assets: : **\$38 Billion**
Employees: **15,000+**
Presence: **Global**

Industry:
Biopharmaceutical Services

Founded: **1988**

Results

50%

Increased
Operational
efficiency

20%

Faster Incident
Management

40%

Increased rate
of Server
Provisioning

35%

Faster
Onboarding

15%

Enhanced
HR Case
Management

Engineering. Simplified.

Serving our clients with
more than **14** locations
across the globe

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