



# ENTERPRISE SERVICE MANAGEMENT

IT pioneered the help desk concept to more effectively connect customers with technicians trained to solve their technology issues. As business and technology environments became increasingly complex and interrelated, this concept matured into the formal IT Service Management (ITSM) model that is widely used today to more proactively manage core IT service delivery.

The ITSM model is now evolving beyond IT into the more comprehensive Enterprise Service Management (ESM) model. HR, Finance, Facilities, Legal, and other service domains are embracing ESM to deliver unique services to their customers. This model also enables IT to better align with business objectives and directly support strategic enterprise initiatives while delivering the following benefits:

- **Consolidation** - Replaces multiple disconnected legacy applications with a single system of record and shared data model to enable process integration, reduce costs, simplify maintenance, and enable accurate reporting.
- **Consumerization** - Provides an intuitive and engaging “storefront” to customers so they can easily request assistance, services, and information from anywhere, at any time, on any device.
- **Automation** - Institutes process-oriented task automation and system-executed orchestration to shorten fulfillment times for customers, reduce provisioning errors, and refocus human capital from routine tasks to strategic initiatives.



## THE SERVICENOW PLATFORM

ServiceNow is the only enterprise-class platform that has the security, scalability, and flexibility necessary to provide tailored and effective ESM capabilities to the complex modern enterprise.

## THE AHEAD SOLUTION

AHEAD’s Enterprise Service Management solution focuses on providing our clients with a platform for delivering consistent, flexible, and integrated shared services across the enterprise using ServiceNow. We work with our clients to help mature and formalize enterprise service delivery with a targeted focus on:

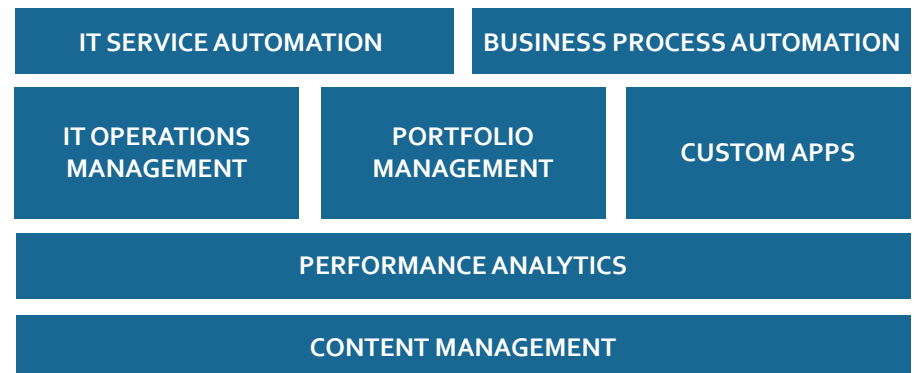
- IT Service Automation
- Business Process Automation
- IT Operations Management
- Portfolio Management
- Custom Apps

## PERFORMANCE ANALYTICS

We also facilitate the continual improvement of service delivery by providing leadership with powerful insight into how to improve organizational performance by identifying workload changes, process bottlenecks, and staffing issues.

## CONTENT MANAGEMENT

Finally, we design web and mobile interfaces using next-generation web technologies that enable service delivery organizations to market their services and present them to customers via a rich, dynamic, and familiar experience.



## EXECUTIVE BRIEFINGS

Bring your team to AHEAD's Lab and Briefing Center to meet with our experts, gain knowledge and build skills. We can introduce or update your team on innovative ServiceNow technologies and build an understanding of the possible business outcomes of an ESM solution.

## DESIGN, PLAN AND DEPLOY

Whether you are implementing the ServiceNow platform for the first time or looking to extend its capabilities, AHEAD can help you design, plan and deploy the environment to meet your service delivery needs.

Our prescriptive approach accelerates the design and deployment of ESM processes on the ServiceNow platform to meet your requirements while ensuring alignment with best practices. Custom training and transitional support enable the successful adoption of the new environment for both service providers and consumers.

We'll also provide you with a roadmap that will help you strategically align your business objectives with planned enhancements to your ServiceNow platform.

## LICENSING

As a certified ServiceNow partner, AHEAD can help you identify and procure the optimal ServiceNow licensing to support your usage of the platform.

## AHEAD OPTIMIZATION SERVICE

If you have an existing ServiceNow platform, you can leverage AHEAD's expertise operating large-scale environments to help you get the most out of your investment.

AHEAD's certified ServiceNow experts and consultants will work with your team to ensure that your ServiceNow environment is continually aligned with your core business objectives and is performing at peak efficiency.

This suite of services delivers:

### **ENABLEMENT**

Ongoing support for minor enhancements, defect remediation, documentation, system maintenance, benchmarking, best practice guidance, and technical training for system administrators.

### **STRATEGIC ROADMAPS**

Development of a strategic roadmap for your ServiceNow environment which will be updated regularly to reflect: new product capabilities, your progress against the previous roadmap, and any re-prioritization of company initiatives.

### **SERVICENOW UPGRADES**

Annual upgrade of your pre-production and production ServiceNow environments to ensure you have access to the latest features in the most recent major release.

### **LICENSE USAGE ANALYSIS**

Annual analysis of your ServiceNow license usage to help you right-size spend and mitigate risks.

## AHEADSTART FOR SERVICE MANAGEMENT: SERVICENOW EXPRESS EDITION

Not ready for ServiceNow Enterprise? Accelerate the implementation and adoption of a cloud-based service management solution with ServiceNow Express. This is a four-week fixed-price service that delivers a production-ready ServiceNow Express environment, up to the maximums specified below:

- One (1) instance of ServiceNow Express
- Creation of up to two (2) catalog items
- Import of up to ten (10) knowledge articles
- Up to eight (8) hours of post-go-live support

### **DELIVERABLES**

- Production-ready ServiceNow Express environment
- Express Maintenance Guide
- Express Developer Guide
- Use case and test case templates

### **CLIENT BENEFITS**

- Enable service delivery
- Enable self-service
- Accelerate deployment and adoption of the Express platform



**WE CAN HELP YOU GET AND STAY AHEAD WITH ENTERPRISE SERVICE MANAGEMENT. CONTACT US TO REQUEST AN EXECUTIVE BRIEFING.**

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