

EVERY CUSTOMER SUPPORT JOURNEY IS DIFFERENT.

CDW Amplified™ OS
CSM JumpStart Services by CDW



ServiceNow's Customer Service Management (CSM) application offers many layers of configuration, data architecture styles and complexity of features to accommodate various business models and industries. This can quickly get overwhelming and confuse stakeholders on what to do first. This often results in delaying projects, longer discovery phases, mis-using resources and looking for custom alternative solutions of implementation that do not produce expected results and eventually confuse both customers and employees.

CSM JumpStart Services by CDW can help you achieve:

-  **Operational Efficiencies**
-  **Agility**
-  **Cost Reduction**

Orchestrating the Right Solution

Our goal is to cater to companies with simple business models that presently do not require much of the non-core CSM functionality and instead focus on core configuration, disabling features and enabling out-of-the-box use cases while they create their own processes independent of our engagement. This allows for future deeper configuration through SmartCIP or SmartFlex programs.

CSM JumpStart Services find business value through a best-practice, prescriptive approach on minimal base configuration and process walkthroughs for limited functionality, establishing a Minimal Viable Product foundation.

CSM JumpStart Services benefits include:

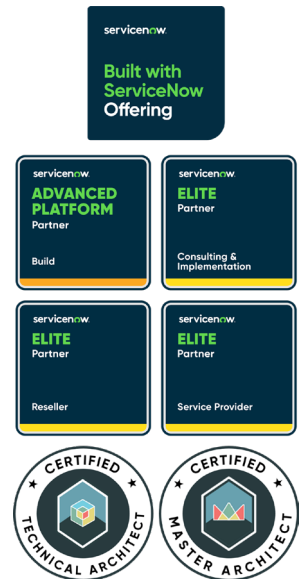
- Quick, eight-week engagement of core implementation that leverages out-of-the-box functionality
- Accelerated configuration through standardized templates and proprietary engagement methods
- Expert evaluation and technical recommendations while leveraging best practices
- Setting a foundational base for eventual expansion of new CSM functionality
- Focused on a single data model, either B2B, B2C or B2E (Contributor user)

CDW + SERVICENOW

As a ServiceNow Elite Partner, we are driven to achieve top results for your ServiceNow initiatives. We have the experience, expertise and proven customer satisfaction track record you're looking for.

Important Stats

- 4.5+ (out of 5) CSAT Score 5-year avg. Visit servicenow.com/partners and search "CDW" for details
- 210+ Product Certifications
- Authorized ServiceNow Trainers
- 2,000+ ServiceNow Engagements
- AXELOS® Accredited ITIL® Trainers
- IT Service Management since 2003
- ServiceNow Partner since 2013



CDW's full lifecycle of Services can support your organization no matter where you are on your journey



Deliverables Checklist

The following services are included in CDW's CSM JumpStart engagement:

Deliverables	CSM JumpStart
Omnichannel configuration for Phone and Portal (Business Customer <u>or</u> Consumer <u>or</u> Employee, not all).	✓
Enablement of out-of-the-box email notifications for CSM.	✓
Enabling core CSM Configurable Workspace for fulfiller efficiency.	✓
Enablement of assignment rules based on capacity and availability.	✓
Core Case Management configuration with a simple workflow lifecycle and minimal changes to form (e.g. no reference fields).	✓
Enabling two (2) CSM Base record producers/catalog items (Create Case for a Product and Create Case for an Install Base).	✓
Enable Knowledge Management (a single internal knowledgebase).	✓
Service Level Management (out-of-the-box SLAs and KPIs only).	✓
Survey management (out-of-the-box single survey).	✓
Reporting (out-of-the-box reports only).	✓
Setup and import of Customer Data Management for these tables: Account, partner, contact management (if B2B) <u>or</u> consumer management (if B2C) or contributor user data model. (If B2E).	✓
Single import of identified product/service models.	✓
Single import of assets related to product/service models.	✓
Foundational CMDB setup (no custom fields or CI types) to store and maintain these assets and product/service models.	✓
A single simple integration (used for identity such as LDAP).	✓
Enable access to ITSM (Incident, Problem, Change and Request) records from Case as defined out of the box (inclusive of categorization, priorities, record relationship, synchronization, ad-hoc task creation, SLAs and reporting).	✓
Enable Change Management specific baseline features such as: Change calendar and scheduling, Conflict detection, Standard and Emergency change template creation and CAB workbench.	✓
Guided setup of core plugins through documented update sets, platform demonstrations and live SN admin handoff and knowledge transfer (inclusive of Escalations, Special Handling Notes, Customer Mobile App & Case Action Status enablement only).	✓

Proofpoints

#1

ServiceNow's
Global Elite Segment and
Americas Elite Segment
Partner of the Year 2021

210+

Product Certifications

2,000+

ServiceNow Engagements

4.5+

5-year average CSAT Score (out of 5)
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