

WE GET SOMETIMES IT'S JUST EASIER TO WATCH THAN READ.

CDW Amplified™ OS
End-User Instructional Videos



Increase user adoption by providing accessible, on-demand video training. Overcome initial hurdles by taking the most common tasks that users will need to understand and providing targeted training that is quick to watch and easy to absorb.

CDW's End-User Instructional Videos can help you achieve:

-  Increased Performance
-  Operational Efficiencies
-  Agility

Orchestrating the Right Solution

Educate users on how to perform basic functions within ServiceNow. Created with the end user in mind, these are short, non-technical, narrated videos that use screen recordings to demonstrate the specific actions end users will need to perform to submit tickets, check statuses and receive assistance.

Benefits You Will Receive:

- **Short and Sweet:** At one to two minutes in length, these videos are easy for your end users to watch and digest.
- **Focused Messaging:** We target very common tasks that the majority of users will find relevant, like submitting a Service Request or checking ticket status.
- **Show It Off:** Narrated live demo of system functions with intro and outro screens.

CDW GETS 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

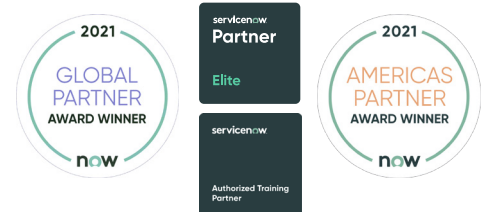
- 4.5+ (out of 5) CSAT Score
Visit servicenow.com/partners and search "CDW" for details
- 640+ ServiceNow Certifications
- Authorized ServiceNow Trainers
- 2,000+ ServiceNow Application Deployments
- AXELOS® Accredited ITIL® Trainers
- IT Service Management since 2003
- ServiceNow Partner since 2013

What Our Customers Say

"Your team has been a great pleasure to work with during our transition to ServiceNow."
— Cindy (Restaurant Franchise Company, Independence, OH)

"Excellent expertise and focus on exactly what needed to be done, and delivered."
— Paula (Investment Company, Boston, MA)

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



**CDW AMPLIFIED™
SERVICES**

Deliverables Checklist

The following deliverables are included in CDW's End-User Instructional Videos:

Deliverables	End-User Instructional Videos
Kickoff session with marketing team to strategize your training goals and video content	✓
Professional script, with up to three customer revisions and final customer approval	✓
One- to two-minute video: <ul style="list-style-type: none">· Focused on training for specific tasks (e.g., how to create a ticket and check status)· Includes graphics for intro/outro· Content includes screen capture of task completion with voice-over narration	✓

Proofpoints

#1

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

640+

ServiceNow Certifications

2,000+

ServiceNow Application
Deployments

4.5+

CDW's CSAT Score (out of 5)
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