

WE GET GIVING YOUR ITSM IMPLEMENTATION A JUMPSTART MEANS FASTER ROI.

CDW Amplified™ OS
ITSM JumpStart



Start-to-finish ITSM implementation services by CDW

The ITSM JumpStart is a seven-week, start-to-finish ITSM implementation that leverages out-of-the-box functionality, combined with best practice guidance, to jump start your organization's time-to-value.

CDW's ITSM JumpStart can help you achieve:



Faster Innovation



Operational Efficiency



Increased Performance

Orchestrating the Right Solution

It's a cost-effective approach that leverages pre-packaged experience and proprietary tools to accelerate timelines and maximize results for an ITSM Solution. With two weeks of remote, interactive development and show backs, the CDW approach is a comprehensive program that provides quick results with effective use of resources.

Benefits You Will Receive:

- Core Setup, SSO/LDAP, Incident, Problem, Change, Knowledge, Request/Service Catalog, and Service Portal
- Process and technical guidance
- Fully dedicated team of experts that will work to ensure your implementation success
- Accelerated Implementation Method-style, interactive development

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



Design



Orchestrate



Manage



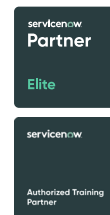
On-Premises



On-Journey



Cloud-Based



**CDW AMPLIFIED™
SERVICES**

Deliverables Checklist

The following services are included in CDW's ITSM JumpStart:

Deliverables	ITSM JumpStart
Process and technical guidance	✓
Interactive development via the Accelerated Implementation Method	✓
Train-the-Trainer at the end of the project	✓
One week of Critical Care Support after go-live	✓

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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