

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:

-  **Operational Efficiencies**
-  **Faster Innovation**
-  **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:

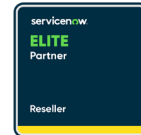
- Core Setup, SSO/LDAP, Incident, Problem, Change, Knowledge, Request/Service Catalog, and Service Portal
- Process and technical guidance
- Fully dedicated team of experts that will work to ensure your implementation success
- Accelerated Implementation Method-style, interactive development

CDW + 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 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

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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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