CDW Professional Services

Giving your ITSM implementation a jumpstart means faser ROI.

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

Finding 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

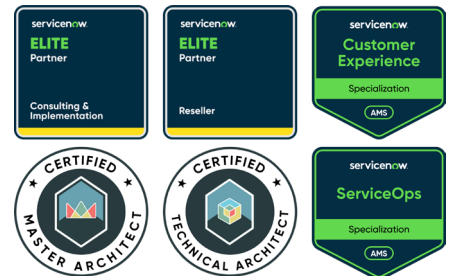- Accelerated Implementation Method-style, interactive development

CDW + SERVICENOW

servicenow. Americas
Reseller Partner of the Year
2025

servicenow. Americas
Service Provider Partner of the Year
2025

As a ServiceNow Elite Partner, CDW is helping accelerate outcomes and improving ROI across the entire ServiceNow platform. Our focus is on optimizing the value of your ServiceNow investment and driving innovation and transformation across the enterprise.

Important Stats

- 4.6+ (out of 5) CSAT Score 5-year avg. Visit servicenow.com/partners and search "CDW" for details

- 960+ Product Certifications

- 2,500+ ServiceNow Engagements

- ServiceNow Partner since 2013

servicenow. ELITE Partner — Consulting & Implementation

servicenow. ELITE Partner — Reseller

servicenow. Customer Experience — Specialization — AMS

CERTIFIED MASTER ARCHITECT

CERTIFIED TECHNICAL ARCHITECT

servicenow. ServiceOps — Specialization — AMS

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

Design → Orchestrate → Manage

On-Premises → On-Journey → Cloud-Based

CDW

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

960+
Product Certifications

2,500+
ServiceNow Engagements

4.6+
5-year average CSAT Score
(out of 5)
Visit servicenow.com/partners
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**To learn more about CDW's ITSM JumpStart,
call your account manager or 866.782.4239.**

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