

WE GET UNDERDEVELOPED PROCESS PLANS CAN LIMIT YOUR SERVICENOW EFFICIENCY.

CDW Amplified™ OS
Process Alignment Workshop

Process improvement consulting is critical for organizations striving to advance their process maturity in order to improve IT service delivery responsiveness, maintain consistent levels of service, and increase customer satisfaction.

CDW's Process Alignment Workshop can help you achieve:



Operational Efficiencies



Increased Performance



Agility

Orchestrating the Right Solution

Led by CDW Advisory Consultants, this half- or full-day Process Alignment Workshop is grounded in ITIL and industry best practices. Process improvement consulting is critical for organizations wishing to advance their process maturity and improve IT service delivery responsiveness, maintain consistent levels of service, and increase customer satisfaction. Instead of reinventing the wheel, we'll focus on new processes that are in-scope for your project, aligning with your existing processes in order to work together at all levels.

These workshops can stand alone, or be done in conjunction with a ServiceNow implementation, resulting in a significantly more effective Discovery workshop.

The Workshop Process:

- We provide a knowledge transfer on industry recommended practices and processes.
- We help align your organization's processes to best practice ServiceNow workflows.
- We generate a process map for your organization utilizing those best practices.

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 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.

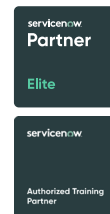
Important Stats

- 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 AMPLIFIED™
SERVICES**

Deliverables Checklist

The highly interactive Process Alignment Workshop focuses on industry best practices in relation to the subject process areas. It provides knowledge transfer and high-level alignment to your organization's current state processes through the following deliverables:

Deliverables	Process Alignment Workshop
Pre-built recommended Practice Process Flows*	✓
RACI aligned with Best Practice Process Flows*	✓
Recommended Roles and Responsibility document for key process roles	✓
Recommendations report with summary of findings	✓
Minor adjustments and discussion around process areas that don't align with recommended practice will be done during the session	✓

*For ITSM, these artifacts will be based on ITIL processes.

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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