

WE GET SOMETIMES YOU NEED TO REEVALUATE YOUR GOALS TO GROW.




CDW Amplified™ OS
Roadmap Calibration

Expert maturity Roadmap Calibration services by CDW

You have a plan for your business, and processes in place to keep your IT operations running smoothly. But sometimes you need to reassess your plan of action to make sure you're getting the desired outcome. That's where Roadmap Calibration comes in. As your use of the ServiceNow platform adapts and grows, it's important to look at your current roadmap to decide if it's still an actionable plan that can keep growing with you.

Roadmap Calibration is a 4-day engagement during which CDW Advisory Consultants will conduct a review that focuses on updating your initial maturity assessment in order to deliver a multi-year, multi-phase view in identifying opportunities, benefits and investment levels, and subsequently design a recommended approach for the ongoing maturity and adoption of your ServiceNow platform.

CDW's Roadmap Calibration can help you achieve:

-  **Agility**
-  **Operational Efficiency**
-  **Increased Performance**

Orchestrating the Right Solution

Sometimes you need to reevaluate processes and even put new ones in place to keep IT operations running smoothly. That's where Roadmap Calibration comes in. CDW Advisory consultants will assist with calibration of a previously delivered Maturity Assessment, validate and explain the current roadmap or suggest updates and realignment if necessary.

Benefits You Will Receive:

- Current state evaluation including maturity results
- Updating and alignment with current business goals and objectives
- Access to CDW Senior Advisory consultants
- Updating of previous maturity assessment
- Review and updating of recommendations

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



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.

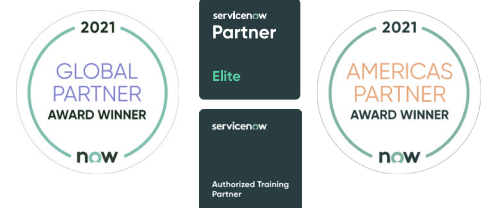
Important Stats

- 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)



Services Checklist

The following services are included in CDW's Roadmap Calibration:

Deliverables	Roadmap Calibration
Discussion and dialogue with focus on validating or adjusting the current outlined approach	✓
Observations summary	✓
Short-term recommendations	✓
Updated roadmap	✓

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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