




WE GET YOU COULD USE A LITTLE HELP GETTING STARTED WITH SERVICENOW.

CDW Amplified™ OS
ServiceNow Implementation Add-Ons



A ServiceNow implementation is a major organizational undertaking. Beyond configuration and go-live, you will likely still need assistance in other mission-critical ways. Proper testing, training, documentation and knowledge transfer is necessary for success. While some organizations have the internal resources to carry a large part of the load and get the most out of the new platform, many do not. CDW's ServiceNow Solutions team offers three specialized add-on services, all based on industry best practices, that will give your implementation a boost — while making the transition smoother and more complete.

CDW's ServiceNow Implementation Add-Ons can help you achieve:

-  **Agility**
-  **Operational Efficiencies**
-  **Increased Performance**

Orchestrating the Right Solution

The Options:

- **Consultant-Led Application Testing:** User Acceptance Testing (UAT) for ServiceNow applications, facilitated by expert implementation consultants.
- **Consultant-Led Fulfiller Training:** We'll conduct a series of training sessions customized to your organization's ServiceNow implementation, explain how processes have been designed and configured and how the end users will utilize the system.
- **Configuration Documentation:** Detailed documentation of all configuration changes we've made to your instance during the project.

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

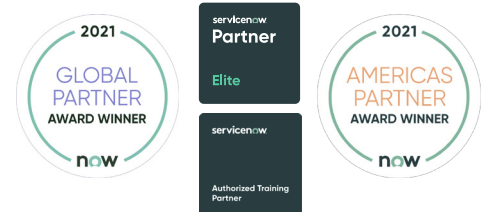
- 4.5+ (out of 5) CSAT Score
Visit servicenow.com/partners and search "CDW" for details
- 640+ ServiceNow Certifications
- Authorized ServiceNow Trainers
- 2,000+ ServiceNow Application Deployments
- AXELOS® Accredited ITIL® Trainers
- IT Service Management since 2003
- ServiceNow Partner since 2013

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



Deliverables Checklist

The following deliverables are included in CDW's ServiceNow Implementation Add-On options:

| Deliverables | ServiceNow Implementation Add-Ons |
|---|-----------------------------------|
| Consultant-Led Application Testing <ul style="list-style-type: none">· Test Cases with expected results· Test Results | ✓ |
| Consultant-Led Fulfiller Training <ul style="list-style-type: none">· Digital training guides for Fulfiller roles· Two remote classes for up to 25 people each (two-hour max per session) | ✓ |
| Configuration Documentation <ul style="list-style-type: none">· Detailed configuration documentation for each Story | ✓ |

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)
Visit servicenow.com/partners
and search "CDW" for details