

# WE GET EVEN THE MOST MATURE ORGANIZATIONS COULD USE ADDITIONAL IT HELP.

CDW Amplified™ OS  
ServiceNow Upgrade Assistance



Upgrading can feel like an uphill climb. We can help take the anxiety and difficulty out of planning, preparing and migrating successfully to a newer release of ServiceNow.

CDW's ServiceNow Upgrade Assistance can help you achieve:



Increased Performance



Operational Efficiencies



Agility

## Orchestrating the Right Solution

We use ServiceNow's proven six-phase approach to upgrade your instance of ServiceNow to the next sequential release. We'll help you plan, prepare and migrate successfully to a newer release of ServiceNow, verifying custom applications along the way or implementing new ones if necessary.

### Upgrade Assistance Highlights:

- An upgrade of Production instance and up to two non-Production instances
- Execution of the Upgrade Monitor and evaluation of results
- 50 hours of remediation work by ServiceNow experts

Note: Upgrades to additional instances or upgrading more than one release version may be purchased, as needed.

## 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

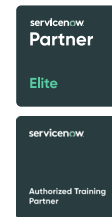
- 4.5+ (out of 5) CSAT Score  
Visit [servicenow.com/partners](https://servicenow.com/partners) and search "CDW" for details
- 640+ ServiceNow Certifications
- Authorized ServiceNow Trainers
- 2,000+ ServiceNow Application Deployments
- AXELOS® Accredited ITIL® Trainers
- IT Service Management since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



**CDW AMPLIFIED™  
SERVICES**

## Deliverables Checklist

CDW's ServiceNow Upgrade Assistance includes the following:

Deliverables	ServiceNow Upgrade Assistance
Upgraded instance to the next sequential release of ServiceNow	✓
Upgrade Summary Report (generated in the customer's system)	✓
Completed Project Template/Project Plan	✓
Artifacts document (includes details on any remediated items)	✓

## 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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and search "CDW" for details