CDW Professional Services

Even the most mature organizations need help optimizing ServiceNow.

SmartAdmin

Is your ServiceNow platform underperforming or under-utilized? Do you want to get more value from your ServiceNow investment, but don't know where to start? Are you challenged to find the right resources to manage your system? With SmartAdmin, CDW provides complete platform administration, including enhancements, maintenance and customer service, enabling you to focus on the larger goal of maximizing ServiceNow's impact on your business.

CDW's SmartAdmin can help you achieve:

Operational Efficiencies

Agility

Increased Performance

Finding the Right Solution

What makes SmartAdmin a good fit for you? Ask yourself a few questions:

- Are you maximizing your investment in ServiceNow?

- Is your current Admin able to keep up with the pace of your platform changes?

- Are you happy with your current performance and roadmap?

- Do you have the right expertise in house to maximize your value?

If the answer to any of those is no, SmartAdmin could be beneficial to your business.

SmartAdmin allows you to:

- **Focus on Innovation:** Free yourself to focus on larger initiatives with a greater impact.

- **Extend Your Team:** Augment your staff with a highly skilled team of certified technicians.

- **Accelerate ROI:** Get more results out of your system as you prioritize important initiatives.

- **Reduce Costs:** Save yourself the expense of recruiting and employing full-time system admins.
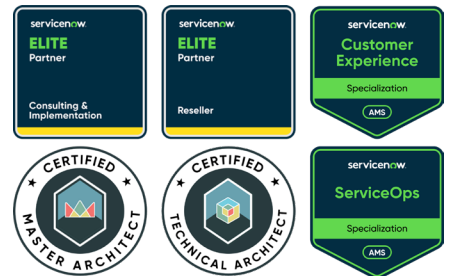
CDW + SERVICENOW

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

CDW's SmartAdmin Services includes the following deliverables:

Deliverables	SmartAdmin
Dedicated end-user support team	✓
Unlimited numbers of incident, request and problem tickets within established SLAs	✓
Consultation and guidance on ITIL best practices	✓
Regularly scheduled enhancement releases	✓
Platform upgrades and patching	✓
Set number of hours for development and deployment of enhancements	✓
Regular status reports with metrics	✓

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** and
search "CDW" for details

**To learn more about CDW's SmartAdmin,
call your account manager or 866.782.4239.**

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