

# WE GET STATUS QUO ISN'T A PHILOSOPHY THAT ACHIEVES CONTINUOUS IMPROVEMENT.

CDW Amplified™ OS  
SmartCIP



Continuous improvement gives you the satisfaction of knowing that you have help if and when you need it. It ensures increasing ROI by providing continued development and support from ServiceNow-certified developers. These resources provide best practice consulting with an eye toward the future and a focus on utilizing the ServiceNow platform to its fullest potential.

CDW's SmartCIP can help you achieve:



Reliability



Operational  
Efficiencies



Reduced  
Risk

## Orchestrating the Right Solution

Using CSI (Continuous Service Improvement) principles, SmartCIP (Continuous Improvement Program) focuses on improving Service Management in your organization. Our Support Services consultants meet with you to provide the resources, impetus and accountability necessary to keep improvement initiatives from being lost in the clutter of the many demands on your time.

### Benefits You Will Receive:

- Designated consultant assigned to your company
- Regular review sessions with Senior/Principal Consultants
- Access to all CDW development experts to resolve any issue or answer any question
- Flexible quarterly options starting at 80 hours per quarter
- Automatic renewal
- Free technical support incidents within 15 minutes (limit one per day)
- ServiceNow System Administration services
- Rates guaranteed for length of contract

## 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

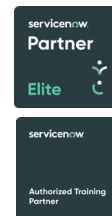
- 4.5+ (out of 5) CSAT Score  
Visit [servicenow.com/partners](https://servicenow.com/partners) and search "CDW" for details
- 640+ ServiceNow Certifications
- Authorized ServiceNow Trainers
- 2,000+ ServiceNow Application Deployments
- AXELOS® Accredited ITIL® Trainers
- IT Service Management since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

The following deliverables are available as part of CDW's SmartCIP Service:

Deliverables	SmartCIP
Manage and approve work in the CDW Customer Portal. Fully designed within and run on the ServiceNow platform, you'll find the portal to be an invaluable tool in keeping projects and resources fully aligned and moving forward.	✓
Manage and provide testing feedback in the CDW Customer Portal	✓
On-demand reporting. You're never wondering or guessing, instead always having the data at your fingerprints to manage progress and demonstrate ROI.	✓
Other artifacts as identified and agreed to over the course of the program	✓

## 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](https://servicenow.com/partners)  
and search "CDW" for details