

WE GET THAT SOMETIMES YOU NEED MORE RESOURCES TO GET THE JOB DONE.

CDW Amplified™ OS
SmartTeam Staff Enhancement Services



With SmartTeam Staff Enhancement, CDW provides you with a dedicated ServiceNow-certified Support Services team member, who will join your IT team for up to five days per week. You'll have more time to attend to the larger issues of maximizing ServiceNow's impact on your business. Enhance your team with ours and get the project over the finish line.

CDW's SmartTeam Staff Augmentation Services by CDW can help you achieve:

-  Operational Efficiencies
-  Increased Performance
-  Cost Reduction

Orchestrating the Right Solution

The SmartTeam engagement begins by aligning our goals and resources to your specific business needs. After the best team members are selected to suit your objectives, we define milestones and expectations and officially launch the engagement. Regular meetings and touchpoints are established to review results and define next steps.

SmartTeam Benefits:

- Focus your staff's efforts toward strategic goals by adding a dedicated ServiceNow developer to your IT team.
- Perform any ServiceNow development or administrative task requested with the support of our certified developers.
- Achieve peace of mind knowing that each developer is backed by a dedicated team of ServiceNow specialists in our Support Services department.
- Add a certified ServiceNow developer to your team for up to five days a week – the equivalent of one full-time employee.

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.

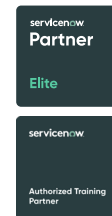
Important Stats

- 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

- "CDW 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 services are included in CDW SmartTeam Staff Enhancement:

| Deliverables | CDW SmartTeam Staff Enhancement |
|------------------------|---------------------------------|
| Technical Development | ✓ |
| Project Scoping | ✓ |
| System Upgrades | ✓ |
| Mini-Project Execution | ✓ |
| System Integrations | ✓ |
| Technical Consulting | ✓ |

Why CDW SmartTeam Staff Enhancement?

CDW helps extend your IT resources by providing qualified experts, certified in ServiceNow and experienced in helping customers solve difficult challenges. This allows you to focus on higher-priority initiatives and take a more holistic approach to running your IT team. From technical development to system upgrades and integrations to mini projects, we help you identify the right initiatives to transfer to a qualified expert so you can focus on optimizing your team's focus and your ServiceNow investment.

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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