

ROADMAP CALIBRATION

ServiceNow



EXPERT MATURITY ROADMAP CALIBRATION SERVICES BY CDW

You have a plan for your business, and processes in place to keep your IT operations running smoothly. But sometimes you need to reassess your plan of action to make sure you're getting the desired outcome. That's where Roadmap Calibration comes in. As your use of the ServiceNow platform adapts and grows, it's important to look at your current roadmap to decide if it's still an actionable plan that can keep growing with you.

Roadmap Calibration is an engagement during which CDW Advisory consultants will conduct a review that focuses on updating your initial maturity assessment in order to deliver a multi-year, multi-phase view in identifying opportunities, benefits and investment levels, and subsequently design a recommended approach for the ongoing maturity and adoption of your ServiceNow platform.

CDW's Roadmap Calibration can help you achieve:



Agility



Operational Efficiency



Increased Performance

ORCHESTRATING THE RIGHT SOLUTION

Sometimes you need to reevaluate processes and even put new ones in place to keep IT operations running smoothly. That's where Roadmap Calibration comes in. CDW ServiceNow consultants will assist with calibration of a previously delivered Maturity Assessment, validate and explain the current roadmap or suggest updates and realignment if necessary.

Benefits You Will Receive:

- Current state evaluation including maturity results
- Updating and alignment with current business goals and objectives
- Access to CDW Senior Advisory consultants
- Updating of previous maturity assessment
- Review and updating of recommendations



Design



Orchestrate



Test



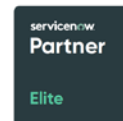
Deploy

CDW GETS SERVICENOW

As a ServiceNow Elite Level Sales and Services 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

- Greater than 9 (out of 10) CSAT Score
Visit servicenow.com/partners to see details
- 140+ ServiceNow Certifications
- 800+ ServiceNow Application Deployments
- IT Service Management since 2003
- ServiceNow Partner since 2013



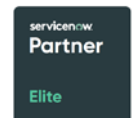
The following deliverables are included in CDW's Maturity Assessment and Roadmap Service:

Deliverables	Roadmap Calibration
Discussion and dialogue with focus on validating or adjusting the current outlined approach	✓
Observations summary	✓
Short-term recommendations	✓
Updated roadmap	✓

WHY CDW?

- CDW's seasoned and certified experts leverage years of successful experience across several industries to provide a wide spectrum of services spanning business architecture, business analysis, process improvement and automation.
- We use our deep domain knowledge and industry-leading methodologies and frameworks such as Agile/Scrum, SAFe, Waterfall and Zachman to ensure that our teams are delivering the solutions that will meet business needs and provide results.

For more information, contact your CDW account team team or visit cdw.ca/solutions



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