SERVICENOW UPGRADE ASSISTANCE

ServiceNow

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:

Agility

Operational Efficiency

Increased Performance

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.

**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

servicenow Partner Elite

servicenow. Authorized Training Partner

CDW PEOPLE WHO GET IT
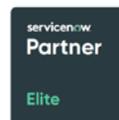
DELIVERABLES CHECKLIST

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)	✓

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

CDW PEOPLE WHO GET IT™

servicenow. Partner Elite