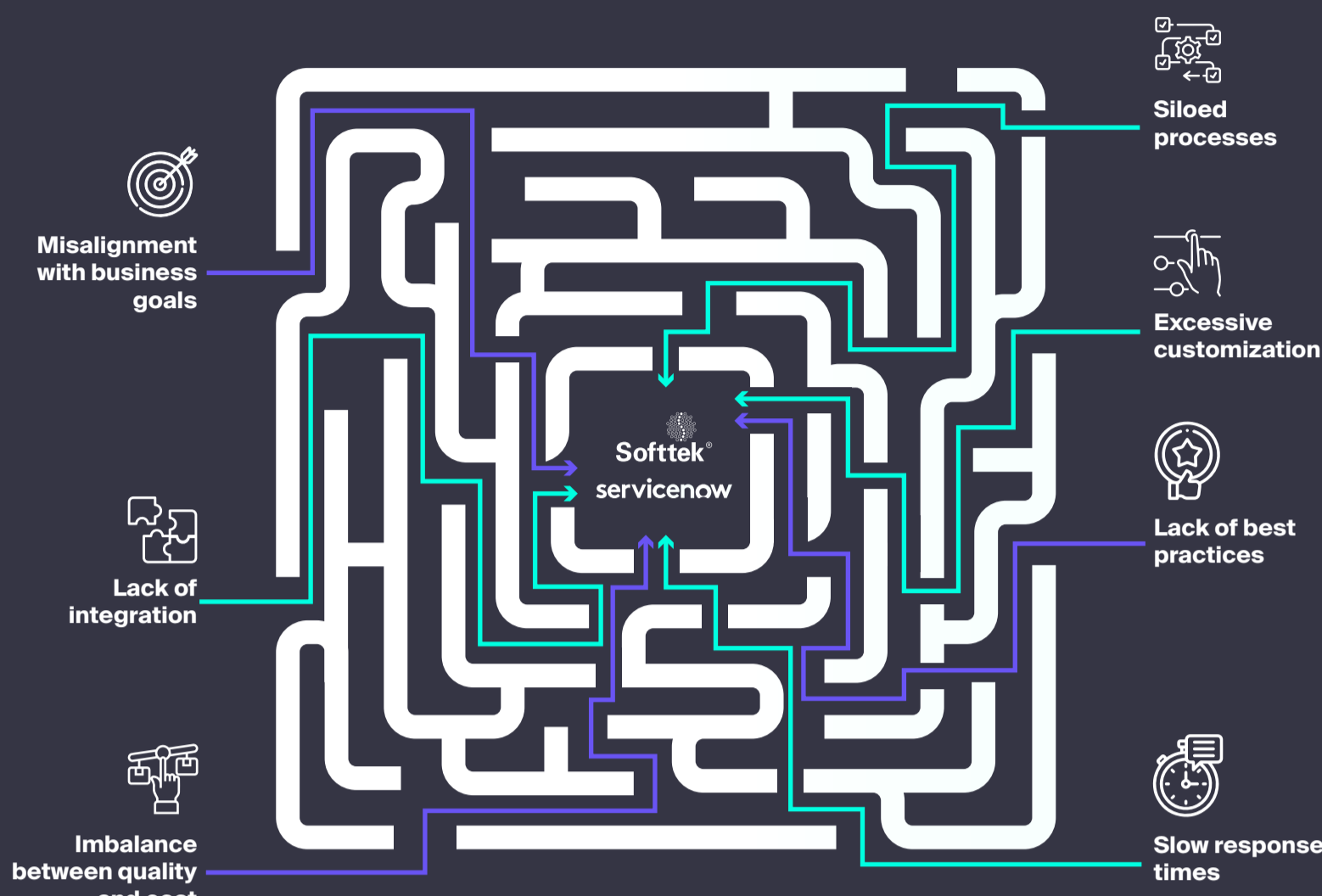


# Navigate the ITSM maze with Softtek & ServiceNow

## ITSM doesn't stand for "IT Service Maze"

Complexity in IT service management shouldn't derail your business goals. We help you find the path through the maze.



## Your Compass Through the Maze

Softtek's ServiceNow services are designed to address these challenges and more, providing a clear path forward. [Explore our offer and the modules we address](#)



CONSULTING & ARCHITECTURE	IMPLEMENTATION	MIGRATIONS	SUPPORT
Aligning ITSM and business objectives through strategic planning and technical expertise.	Customized solutions tailored to your IT needs, processes, and standards.	Minimize disruption; maximize alignment.	Seamless operation and continuous alignment with best practices.
Roadmapping	Incident, problem, request, knowledge, and alert management	Application/platform migration	Version upgrades
ITSM assessment	Release and change management	Contract management	Maintenance
Cost optimization	Configuration Management Database (CMDB)	User & workflow migration	Incident resolution
Strategy alignment		Ticket history transfer	Integration and customization guidance

## Industry leaders trust Softtek

	LEADING AMERICAN FINANCIAL INSTITUTION	TOP US AIRLINE	US BASED HEALTHCARE COMPANY	GLOBAL CORPORATE CONGLOMERATE
Problem	<ul style="list-style-type: none"> <li>Multiple integrations w/ external systems</li> <li>Highly customized scripting</li> <li>Unstandardized SLAs</li> </ul>	<ul style="list-style-type: none"> <li>Fragmented IT asset management</li> <li>Fragmented knowledge base</li> <li>Low IT and business user satisfaction</li> <li>25% applications required for flight</li> </ul>	<ul style="list-style-type: none"> <li>Multiple LDAPs</li> <li>Lack of integrated workflows w/ partner vendors</li> <li>Lack of HR portal updates</li> <li>Inefficient payroll and HR requests and incidents</li> </ul>	<ul style="list-style-type: none"> <li>Consolidate ITSM and operation processes</li> <li>Adopt ITIL best practices for legacy orgs</li> <li>Long, expensive enhancement cycle time</li> <li>Multiple engagement points for IT users</li> </ul>
Solution	<ul style="list-style-type: none"> <li>ServiceNow support &amp; dev</li> <li>Service &amp; workflow config</li> <li>8x5 on-call for releases to production</li> <li>Custom SLAs</li> </ul>	<ul style="list-style-type: none"> <li>Assessment</li> <li>New problem &amp; incident management processes</li> <li>New KPIs to measure performance and identify opportunities</li> <li>Consolidation to ServiceNow</li> </ul>	<ul style="list-style-type: none"> <li>Integrate LDAPs w/ ServiceNow</li> <li>Develop &amp; maintain catalogue for IT and HR requests</li> <li>Custom onboarding, HR portal, payroll request</li> <li>Oracle integration for user data updates</li> </ul>	<ul style="list-style-type: none"> <li>ServiceNow architecture &amp; design</li> <li>24/7/365 services + on-demand SMEs for project requirements</li> <li>CMDB and knowledge base consolidated in ServiceNow</li> </ul>
Results	<ul style="list-style-type: none"> <li>30+ custom workflows</li> <li>4K+ customization project hours</li> <li>99.9% availability</li> <li>390+ reporting dashboards</li> <li>5K+ end users supported</li> <li>40K+ monthly tickets</li> </ul>	<ul style="list-style-type: none"> <li>99% on time resolution</li> <li>95% IT and business user satisfaction</li> <li>50% reduction to P1/P2 IT bridges</li> <li>3.2K KB articles created in 6 months</li> <li>23 new processes implemented</li> </ul>	<ul style="list-style-type: none"> <li>12-month implementation</li> <li>300+ man hours saved per year through workflow automation</li> <li>100% paper usage reduction for processes in scope</li> <li>30+ new catalogue items for HR</li> </ul>	<ul style="list-style-type: none"> <li>500K+ end users supported</li> <li>500K+ tickets per year</li> <li>1M+ CMDB config items</li> <li>1.5K KB articles</li> <li>800+ workflows migrated</li> <li>500+ reports</li> <li>40% immediate savings</li> </ul>

## Why Softtek?



**Proven track record**  
12+ years of ServiceNow implementations  
25+ major implementations  
ServiceNow partner since 2017

**Experts at all levels**  
80+ professionals with 60+ certifications  
200+ ITIL practitioners and ISO 20000 consultants  
CoE support



**Ready for what's next**  
Integration with our cognitive automation platform, FRIDA, for self-healing ServiceNow Gen AI early adopter

**Flexible engagement models**  
Nearshore + on-site + offshore to balance cost, collaboration, and performance  
Right sizing and right placing  
Continuous improvement and innovation



**Recognition and partnership**  
Specialist partnership level  
ServiceNow Assure  
Registered as a reseller and service provider  
Workflows & integration, Now Intelligence, user experience, CSDM, security and compliance