



Enhanced Support Services

If you are now live or just about to go live with your ServiceNow platform, what are your next steps? How are you going to support the platform? Have you planned in the extra time or resources? Where will you turn when you need expert help with adapting the commercial model so you can still get the most ROI from ServiceNow?

With Engage ESM Enhanced Support Services you can answer each of these questions. Enhanced Support Services goes beyond virtual administration to give you a complete support package that you can call on at any time.

What is included?

- ✔ Expert Level 3 ServiceNow support
- ✔ Support covering break-fix (Incident) and enhancement (Request)
- ✔ Coverage of all enquiries (with 'How to' and 'What if?' guides)
- ✔ Availability of ongoing maintenance (including operational reports configuration)
- ✔ Reactive knowledge management to deal with similar issues in the future
- ✔ Support upgrades, including patches, as standard
- ✔ Response-based Service Level Targets to monitor activity
- ✔ Monthly reviews with your dedicated Service Manager

“ Their thorough knowledge of ServiceNow gives you full confidence that Engage ESM can build and support anything you can imagine. A brilliant team of specialists who excel in out-of-the-box development all topped off with outstanding customer service. **Robert Holyhead,** Operational Support Analyst and Retail Technical Team Leader **Mitchells & Butler** ”

Benefits



Continues to leverage your ServiceNow ROI



Dedicated, certified and expert team



Full ServiceNow platform support including integrations



Predictable subscription pricing model



Ability to ramp up based on volumes



Continual service improvement as mandatory

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