



ITSM Jumpstart

With IT Service Management (ITSM) JumpStart from Engage ESM you can achieve faster ROI from your ServiceNow investment. By prioritizing the functional areas that really matter to you, we deliver faster time-to-value and initial return in just six to ten weeks.

Engage ESM deliver core features and a comprehensive set of options which follow best practice, creating a flexible solution based on your requirements. ITSM JumpStart combines best-in-class functionality with an iterative and agile approach; resulting in a low-risk implementation.

Benefits

- ✔ Proven to be the most cost-effective way to implement ITSM in ServiceNow
- ✔ Offers core functionality while prioritizing areas that deliver immediate ROI
- ✔ Provides a modular approach so you can customize in line with your priorities
- ✔ Thought leadership to help drive JumpStart implementation and subsequent phases
- ✔ Faster time-to-value, meaning ROI in just six to ten weeks

What can you expect?

- ✔ Focus on Incident, Problem, Change and CMDB
- ✔ Range of options included for Service Portal, Service Request, SLA, Knowledge and Email
- ✔ Thought leadership-led design workshops
- ✔ Configuration of Incident, Problem & Change following ServiceNow's Guided Setup
- ✔ Ability to customize the portal with your organization's branding and welcome message
- ✔ Project management across key stages, including go-live and post production
- ✔ Remote training for up to 15 nominated Subject Matter Experts

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