



ITSM JumpStart

With ITSM JumpStart from Engage ESM, you can achieve faster ROI from your ServiceNow investment. Through the prioritization of the functional areas that matter most to you, we are able to deliver faster time-to-value and initial return in four to twelve weeks.

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

Benefits

- ✔ A consulting-based offering whereby our experience, expertise and blueprints accelerate time-to-value in just four to twelve weeks
- ✔ Modular approach which allows you to choose options from the foundation IT service management menu
- ✔ Offers full functionality while continuing to prioritize areas that deliver immediate ROI
- ✔ A thought leadership and collaborative approach as we work with you as a trusted transformation partner; providing a foundation for your ITSM roadmap and enterprise service management journey

What can you expect?

- ✔ A core system setup with the ability to choose from a menu of items (incident/problem/change, CMDB, service request management, service portal)
- ✔ The ability to choose supplementary items in configuration from service level management and email
- ✔ Further choice of items in enablement from report enablement to knowledge workshops
- ✔ Project management across key stages, including UAT go-live, handover and close training for up to 15 nominated subject matter experts

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