

Managed Support Services

Making the most of your investment in ServiceNow means making sure your organization has the right level of support it needs at all times. But doing this in-house can take valuable time and resources away from other business-oriented tasks. With Engage ESM's Managed Support Services, you get the robust, flexible and cost effective support model you need to maximize your ServiceNow ROI – without the effort.

Offering a full suite of managed services to complement your Service Management capability, our Managed Support Services can be right-sized to fit any size or type of business. The added benefit is that you can tailor these services to suit your specific ServiceNow deployment and support budget. You can also scale up or down depending on demand throughout the year to make sure you only pay for what you really need.

What you can expect from Engage ESM

- ✓ Ongoing break-fix (Incident), enhancement (Request) and enquiries (with 'How-to' and 'What if?' guides)
- ✓ Regular service maintenance, including operational health and security reporting
- ✓ Reactive and proactive knowledge management to keep users informed
- ✓ End-to-end upgrade management to minimize risks from out-of-date versions
- ✓ Architecture and technical governance to ensure adherence to standards
- ✓ Supplementary services for environment management, testing and training
- ✓ Monthly service reviews with your dedicated Service Manager

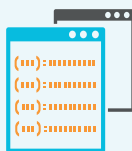
Key Benefits



24/7 support and maintenance with corresponding Service Level Agreements



Total care that covers every aspect of admin, support and enhancement



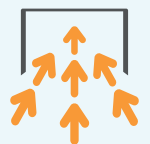
Flexible commercial approach with on-shore/near-shore models



Continuous service improvement is baked into our model and culture



Can include architecture, environment management, testing and training management



Includes upgrade management (twice a year) guaranteed

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