



Technical Resourcing

As your organization decides to undertake a ServiceNow implementation, do you have access to specialists with years of ServiceNow experience? Are you looking for guidance and thought leadership for continual improvement of your ServiceNow platform and take it beyond IT?

At Engage ESM we believe that people are key to a successful ITSM transformation project. Our resources are invaluable in empowering your organisation through their ServiceNow knowledge and industry expertise.

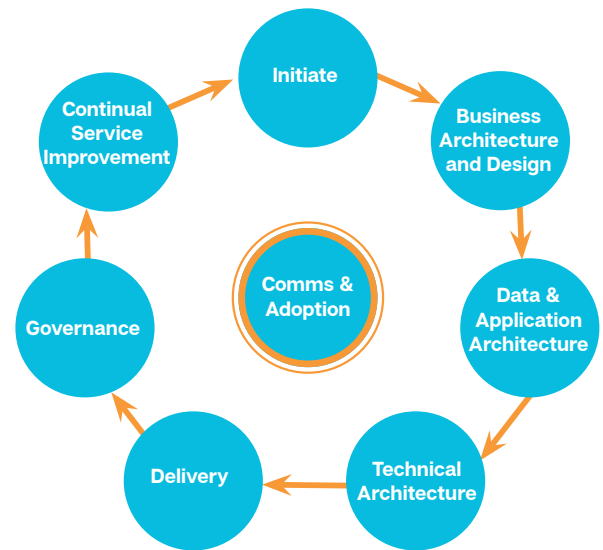
People challenges

- ✓ Lack of capacity due to limited ServiceNow skillset of internal employee-base
- ✓ Slow benefit realisation while up-skilling employees on your own ServiceNow platform
- ✓ Scalability and efficiency is affected
- ✓ Lack of agility affects readiness to respond emerging trends

How we can help

- ✓ Access to our highly skilled ServiceNow resource base
- ✓ Realize platform benefits quicker through our experts
- ✓ Up-skill your employees while your ServiceNow platform is in our capable hands
- ✓ Our teams provide guidance and knowledge to help with your ServiceNow platform strategy

“The time it took to develop the system was perfect; from the initial meeting to delivery of a live system. Ongoing support during production and testing stages was also great.” Project Manager, Large Utilities Company



- ✓ 70+ ServiceNow System Administrators
- ✓ 50+ Certified Implementation Specialists
- ✓ 4 x Implementation Competencies for ITSM, HR, Discovery, and Orchestration
- ✓ 200+ individual ServiceNow product accreditations
- ✓ Industry certifications – ITIL v3, TOGAF, PRINCE2

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