



Upgrade Support Services

The IT platforms your business relies on every day are upgraded by vendors on a regular basis. ServiceNow is no different. If you have customised ServiceNow and want to ensure fast upgrades to minimise business disruption, then a subscription support service could be your most cost effective option. With the Engage ESM Upgrade Support Services you get an efficient, low-risk and end-to-end technical upgrade service that covers your ServiceNow upgrades twice a year – guaranteed.

The Upgrade Support Services also include thought leadership based ‘show-and-tell’ demos of the latest and greatest upgrades from ServiceNow (including insight into the potential impact on your organisation). As part of your service, you can be sure the Engage ESM experts have spent time getting to know your particular implementation and take into account your customisations.

“Our organisation has used Engage ESM to assist all of our upgrades since Aspen. Through the knowledge of our environments and modifications made, we have been able to safely upgrade. We have felt fully supported through this process – leaving us to ensure regression testing is carried out. Where issues have been found during testing Engage ESM has worked with us to resolve those issues quickly.”

Benefits

- ✓ A dedicated team with resources allocated to manage your complete upgrade
- ✓ Insight from thought leaders on the latest major releases and potential impact
- ✓ A fully managed, end-to-end upgrade path that includes post-upgrade support
- ✓ Predictable pricing for all your future upgrades so you can control IT budget

What you can expect from Engage ESM

- ✓ A full upgrade readiness assessment (system health check)
- ✓ Detailed ‘show-and-tell’ sessions for each major release from ServiceNow
- ✓ End-to-end technical upgrade management of your ServiceNow platform
- ✓ Post-upgrade support for all major releases

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