

Benefits

Faster time to value

- Our experts use project accelerators and reusable assets to delivery value quickly

Lower total cost of ownership

- We reduce customizations and maintenance costs by using a standard methodology

We make it easy

- Unmatched access to experts across the entire ServiceNow ecosystem to focus on achieving your business objectives

Services Packages for Customer Service Management (CSM)

The Challenge

Today’s consumers expect personalized, high-level customer service. This challenges customer service organizations to provide exceptional, comprehensive service while also reducing operational costs and driving revenue through up-sells, cross-sells, or offering new services.

The ServiceNow Solution

We offer prescriptive, outcome-based service packages for Customer Service Management to address CSM challenges through an effortless customer experience while proactively resolving issues.

ServiceNow Global Services is comprised of ServiceNow Professional Services and Education Services teams as well as our partner ecosystem. This is the “secret sauce” that drives business transformation—it is what allows you to thrive and achieve your business goals.

The ServiceNow services provide a path to success so you can gain more value in your investment sooner. Our service offerings provide a full range of capabilities, starting with Foundation Services, which are focused on delivering value quickly, to Innovate Services, which tackle your most ambitious business goals that stretch across the organization. These are all delivered by ServiceNow-certified experts, who have led thousands of implementations and have access to expert resources to ensure your ServiceNow solution gets the desired results.



Foundation Services

The focus for Foundation Services for Customer Service Management is to reduce the cost of servicing customers by streamlining customer interactions. Our solution simplifies your customers’ interactions by enabling them to self-serve through a personalized portal that leverages knowledge to resolve issues. This results in a decrease in cost for operations and an increase in customer loyalty and satisfaction.

Transform Services

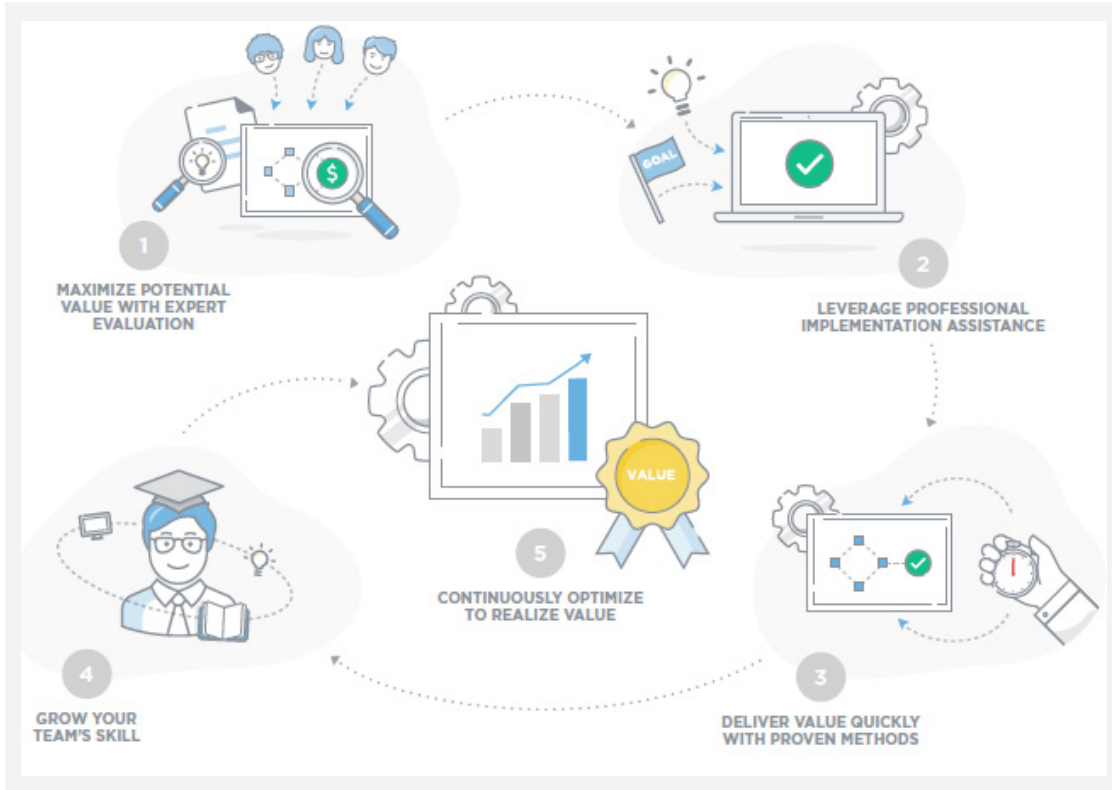
With Transform Services, we build upon the foundation by connecting processes across the organization to permanently resolve your customers’ problems. Through streamlining and automating organizational integrations, you reduce your cost of service and are able to deliver end-to-end customer service as a team sport.

Innovate Services

Innovate Services moves you to providing proactive and predictive customer service—solving issues before they become a problem for your customers. Built upon the capabilities delivered in transform services, we provide analytics and case-based automation monitoring so that you can not only solve issues before they occur, but also highlight up-sell and cross-sell opportunities. This not only increases the credibility of your customer service team, but also also enables them to be a key part of driving revenue for the business.

The ServiceNow Approach

The services we designed for Customer Service Management deliver more value as your organization matures within the Now Platform™ through our value delivery lifecycle. Our value delivery lifecycle not only ensures you achieve your business goals, but also makes certain you have trained and knowledgeable staff to help manage your solution going forward.



ServiceNow services are delivered using a best practice approach called the ServiceNow Adaptive Implementation Framework (SAIF). By utilizing a framework approach with core components, ServiceNow and services implementation partners can deliver outstanding services to our customers that are standardized, repeatable, and can scale to meet the global demands of our largest and most complex customers. This ensures consistent deployment success for every customer.



Through this approach our customers are able to achieve the business goals as outlined early on in the sales conversation, thus accelerating delivery and time to value.

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