



Why Choose ServiceNow?

- ServiceNow is a true cloud-based ticketing, workflow and reporting solution
- ServiceNow consolidates, automates and simplifies processes for IT and Business Services
- ServiceNow improves your ability to make smarter business decisions quickly through easily tailored dashboards, Service Level Agreement Alerts and customized notifications
- ServiceNow offers a licensing solution that covers all modules included with the software
- ServiceNow is customer-centric, user-friendly and flexible enough to fit specific business needs
- ServiceNow periodic patches and upgrades can be applied with minimal effort at no extra cost

Why Choose IT Coalition For My ServiceNow Needs?

- ITC partners with organizations to help you achieve greater business value from your ServiceNow investment
- ITC specializes in helping you match your business needs and goals to the strengths of the ServiceNow platform
- ITC helps you leverage the ServiceNow platform to improve what you deliver, how you deliver it, and your overall efficiency
- ITC has proven success in harnessing the power of ServiceNow to support lines of business that include Program and Project Management, Human Resources, Financial Management, Procurement, Facilities Management, Help Desk and IT Operations and Support

What Types Of ServiceNow Support Does IT Coalition Offer?

- ITC offers support for end-to-end ServiceNow implementations:
 - ServiceNow Familiarization
 - Business Discovery
 - Requirements Workshops
 - Agile Project Management
 - Iterative Development
 - Testing
 - Change Management
 - Training
 - Product Go-Live
 - Stabilization
- ITC also offers ServiceNow consulting services for:
 - Business Process Analysis
 - Requirements Gathering
 - Metrics and Reporting
 - System Configuration and Development
 - IT Security Controls Alignment
 - Policy Compliance
 - System Integrations
 - Project Management
 - Testing
 - Change Management
 - Upgrade Support
 - Strategic Planning