



DATA SHEET

1E Professional Services Custom Consultancy



INTRODUCTION

At 1E, our Professional Services team brings extensive expertise and a broad range of IT skills to assist our Digital Employee Experience (DEX) customers worldwide. With a global presence, we are well-equipped to deliver custom-scoped consultancy and expert guidance on critical integration points such as Microsoft Endpoint Configuration Manager (MECM) and ServiceNow. Our team consists of experienced professionals with deep knowledge in ServiceNow (ITSM, CMDB, and Virtual Agent), Microsoft Azure, Linux, Mac and Windows systems, MECM, SQL Server, networking, firewalls, and load-balancing.

BENEFITS

- **Customized Consultancy:** Our professional services team excels in providing tailored consultancy services to meet the specific requirements of each customer. With expertise across multiple domains, we collaborate closely with our customers to understand their unique challenges and goals, delivering solutions that perfectly align with their needs.
- **Enhanced Digital Employee Experience:** By engaging our professional services team, customers can expect a substantial improvement in their digital employee experience. We leverage our comprehensive understanding of DEX requirements to optimize technology ecosystems, streamline operations, and empower employees with seamless and intuitive interactions, resulting in enhanced productivity and job satisfaction.
- **Expertise in MECM and ServiceNow Integration:** With our deep knowledge of MECM and ServiceNow, we offer expert consultancy to assist customers in maximizing the potential of these integration points for the 1E Platform. Our team ensures smooth integration, efficient operations, and effective utilization of these platforms, enabling customers to leverage the full capabilities of the 1E solutions.
- **Global Presence and Delivery:** Our global presence allows us to effectively support customers around the world. Regardless of their geographical location or time zone, our professional services team is readily available to provide consistent and high-quality outcomes, ensuring a seamless engagement process and timely delivery of solutions.
- **Comprehensive Range of Services:** Our professional services team offers a comprehensive range of services, including 1E Endpoint Troubleshooting, 1E Endpoint Automation, 1E Experience Analytics, 1E Inventory Insights, 1E Software Reclaim, 1E Service Desk Augmentation for ServiceNow, 1E Automated Self Service for ServiceNow, 1E Employee Sentiment, Patch Success, Content Distribution for Microsoft Configuration Manager, Self Service, Sustainability Monitoring, and Application Migration. We also possess expertise in MECM, enabling us to provide comprehensive support across various technology domains.
- **Flexible Delivery Methodologies:** We offer both traditional waterfall and Agile methodologies for project delivery. Our team can adapt to the specific needs of each engagement, ensuring an optimal approach that aligns with the project requirements and customer preferences.
- **Engineering Expertise:** In addition to our delivery consultants, we have a fully staffed Professional Services Engineering team. This team can create custom scripts, code, instructions, rules, solutions, and integrations, offering customers a comprehensive range of technical expertise to address complex challenges and deliver tailored solutions.



CONCLUSION

By engaging the 1E Professional Services team, customers gain access to a globally recognized team with diverse IT skills and expertise. Our custom-scoped consultancy, deep understanding of MECM and ServiceNow integration, global delivery capabilities, proven success stories, comprehensive range of services, and engineering expertise set us apart in the market. We are committed to delivering exceptional value, empowering organizations to optimize their digital employee experience, streamline operations, and drive overall business success.

The 1E platform empowers IT teams to enhance end user experience, strengthen security, minimize costs, and transform IT Operations from a cost center to a strategic enabler.

See what's to love about 1E in action – [book a demo.](#)



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