DATA SHEET

1E Professional Services Integration Package for ServiceNow

INTRODUCTION

For senior service desk leaders using ServiceNow, meeting the needs of a hybrid workforce while reducing operational costs and providing an exceptional service desk experience is a top priority. That's where the 1E Professional Services Integration Package for ServiceNow comes in. Our solution supercharges ServiceNow service desks with last-mile, real-time automation and enables self-service and self-healing. With our service packages and bundling options, we offer a comprehensive solution that lowers costs, improves ticket resolution times, and increases user satisfaction.

Our Professional Services offerings are modular and flexible, so you can choose to enable the ServiceNow integrations in one, two, three, or four ServiceNow instances (Dev/Test/QA/Prod)

OBJECTIVE

- Supercharge ServiceNow service desks with last-mile, real-time automation, and enable self-service and self-healing, helping to improve operational efficiency and reduce costs.

- Provide a comprehensive solution that addresses the needs of senior service desk leaders using ServiceNow, enabling them to provide an exceptional service desk experience to their end-users.

- Deliver a set of services in a pre-defined, fixed-price SKU, providing a quick and easy solution that simplifies the procurement process and reduces the time to value for our clients.

- Enable client engineering teams to implement 1E's solution easily and effectively, delivering a set of services that are designed specifically for their needs and requirements.

- Provide support in one of the customers Dev/QA/Test/Pre-Prod, or Prod instances to ensure the successful implementation and adoption of the 1E solutions.

DELIVERABLES

- Incident process discovery

- Design and recommendations

- Installation and configuration of ServiceNow integrations

- Functional testing with existing 1E instructions, existing 1E topics, existing 1E catalogue items and existing data in the 1E Platform

BENEFITS

- **Increased Efficiency:** By automating last-mile, real-time fixes and enabling self-service and self-healing, our package can help reduce operational costs and free up service desk resources, enabling your team to focus on higher-value tasks.

- **Improved Service Desk Experience:** Our package enhances the ServiceNow service desk experience, allowing you to provide faster ticket resolution times and improve user satisfaction.

- **Modular and Flexible Offerings:** Our package is modular and flexible, so you can choose to implement into one, two, three, or four of your ServiceNow instances, tailoring the solution to your organization's specific needs.

- **Streamlined Procurement:** Our package is designed to simplify the procurement process and reduce the time to value for our clients, making it easier and faster to implement and start seeing results.

- **Expert Support:** Our team of experts will work with you every step of the way, providing support to ensure a smooth and successful implementation and integration.

CONCLUSION

The 1E Professional Services Integration Package for ServiceNow is a comprehensive and flexible solution that enables senior service desk leaders to meet the needs of a hybrid workforce while reducing operational costs and providing an exceptional service desk experience.

Our modular and flexible offerings, along with our expert support and streamlined procurement process, make it easier than ever to implement and start seeing results. By automating last-mile, real-time fixes and enabling self-service and self-healing, our package can help your organization increase efficiency, improve user satisfaction, and drive business growth and success.

Take your ServiceNow service desk to the next level with the 1E Professional Services Integration Package today!

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.**