NetImpact Strategies

CMMI DEV /3
Exp. 2019-05-24 / Appraisal #26908

ISO/IEC 20000-1:2011 | ISO/IEC 27001:2013 | ISO 9001:2015

servicenow
BRONZE SERVICES PARTNER

NetImpact's ServiceNow certified experts facilitate business process automation using ServiceNow for a wide variety of civilian and military Government clients. We are adept at designing, developing, and managing large enterprise applications with expertise in complex ServiceNow solutions. Team members hold ServiceNow System Administration certification, and many are certified Implementation Specialists. NetImpact offers end-to-end delivery of both IT and enterprise service management solutions. Our approach with each client aligns to their unique needs. These range from a focus on ITIL alignment following ServiceNow out-of-the-box best practices to highly customized outside-the-box solutions. As an ISO/IEC 20000-1:2011, 27001:2013, ISO 9001:2015 certified and CMMI Level 3 appraised company, we have structured processes, checks and balances to ensure consistent delivery of high quality solutions.

SERVICENOW IMPLEMENTATION SERVICES

Contact Us: info@netimpactstrategies.com
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ServiceNow Applications

- ▲ Everything as a Service
- ▲ Project & Portfolio Management Suite
- ▲ Service Catalog and Request Fulfillment
- ▲ Core IT Service Management
- ▲ Custom and Scoped Applications
- ▲ Performance Analytics
- ▲ LDAP and SSO
- ▲ Custom Integrations using Web Services
- ▲ Complex, Customized Business Automation

Implementation Services

- ▲ Business process reengineering
- ▲ Facilitated requirements gathering and workshops
- ▲ Architecture and design
- ▲ Best practice configuration and development
- ▲ User and technical documentation
- ▲ In person and remote training
- ▲ Operations and maintenance

Client Experience Highlights

NIH Institute - IT Division

SCOPE
- ▲ NetImpact performed the installation and configuration of ServiceNow to enable "everything as a service" capabilities. Applications include Catalog, Request Management, Workflows, Incident Management, Knowledge Management, Change Management, and CMDB.

IMPLEMENTATION LIFECYCLE
- ▲ NetImpact provided full lifecycle support for the implementation of ServiceNow instances including: project management; requirements gathering and documentation; design and architecture; configuration and development; testing; user documentation; and classroom-based user training.

RESULTS
- ▲ Automated complex business processes by converting them from PDF and email, resulting in increased productivity and reduced approval and delivery delays.
- ▲ Standardized process for financial approval of standard service requests.
- ▲ Created 20 configured/customized dashboards to provide awareness to the Customer of the status of reported incidents and requested services.

Independent Federal Financial Agency

SCOPE
- ▲ Phase I Included: Incident, Problem, Change, and Release Management, Performance Analytics, Service Request, Knowledge Base, CMDB, Asset, Governance, Risk & Compliance, IT Cost, as well as Initial configuration with Single Sign On using ADFS and Active Directory integration. Phase 2 included Contract Management, Financial Management, Project Management, and Demand Management. Phase 3 included a customized Service Portal with catalog, knowledge and surveys.

IMPLEMENTATION LIFECYCLE
- ▲ NetImpact provided full lifecycle support for the implementation of their new ServiceNow instance including: project management; requirements gathering and documentation; design and architecture; configuration and development; testing; user documentation; and class room-based user training.

RESULTS
- ▲ Delivered Phase 1 in less than 2 months by leveraging out-of-the-box functionality and NetImpact expertise.
- ▲ Customized the CMDB to manage the Customer's mobility devices for their mobile workforce.
- ▲ Converted more than 30% of Service Desk calls and emails to self-service using a simple, intuitive, modern Service Portal.

Office within a Federal Executive Department providing Inter- and Intra-Agency Services

SCOPE
- ▲ NetImpact developed a custom, scoped, application in ServiceNow to provide automation of highly complex and unique business processes. Using Service Management as the foundation enabled the utilization of much of the core functionality such as tasks, state flows, workflows, approvals, etc. without having to build them from scratch. ServiceNow functionality included scripted notifications, rate cards for pricing of services, and robust integration to incorporate external data sources..

IMPLEMENTATION LIFECYCLE
- ▲ NetImpact provided project management; requirements documentation; design and architecture; configuration and development; testing; and user documentation. NetImpact technical experts provided coaching and mentoring to Customer Administrator in a co-developer environment to ensure knowledge transfer and continuity.

RESULTS
- ▲ Improved financial controls and provided enhanced visibility to multiple financial and budget stakeholders, customers, and vendors.
- ▲ Enabled migration from a multi-system and manual process to a single system of record using automation and workflows to cover the full scope of ordering, fulfilling, invoicing, and managing of services.