



Making ServiceNow Work for You

Innovative Solutions for Optimal Performance

SDIKNOW is a subscription-based service that enables small-to-medium business (SMB) customers to optimize both IT and business processes without the operational management demands and resource overhead of platform ownership. An SDIKNOW System Administrator maintains the platform, sparing customers the significant challenges of implementation and ongoing instance management.

CUSTOMER BENEFITS

SDIKNOW allows you and your team to focus on what matters most— your employees and customers.

- We work with you to resolve some of your common process-based issues to ensure positive experiences and outcomes for your customers and employees.
- We assess and simplify your processes while adopting industry best practice guidance.
- We provide SMB customers with innovative solutions such as service portals and catalogs to drive self-service (i.e., Digital Transformation enablement supported by machine learning, artificial intelligence, and natural language processing.)

PRE-DEFINED SOLUTIONS

We offer pre-defined package service models based on budgetary requirements and process maturity.

- **Service Management Fundamentals**- You can realize a structure for future success while solving basic IT outcomes with ServiceNow. (approximately 4 weeks or less to implement)
- **Service Management Essentials**- You can tackle increasingly complex business outcomes and receive more value from ServiceNow through broader scope. (approximately 12 weeks to implement)
- **A la Carte Optional Modules** – Maximize value from your ServiceNow investment by achieving your organization’s most ambitious business outcomes across the enterprise. (Scope, Cost and timeline based on requirements)

CUSTOMER CARE

With our cost effective solutions, we provide an affordable model for SMB customers to reap the benefits of ServiceNow while lowering cost of ownership by 30% and maintaining daily operations.

- Upgrades – (2 per year)
- Security Patches – (Quarterly)
- Application Upgrades (apps updated via ServiceNow Store)
- Performance Monitoring
- Domain Security Center Audits – Regular audits of the domain setup to make sure we maintain customer data separation.
- Creating user accounts
- Maintaining company-specific configuration item information in the CMDB
- Maintaining groups and roles and setting up Access Control Lists
- Platform Security

SNOW Functions	Service Management Fundamentals	Service Management Essentials
Incident Management	✓	✓
Service Request Mgmt		✓
Knowledge Management	✓	✓
Agent Workspace	✓	✓
Now Mobile		✓
Asset Management		(Optional)
Major Incident Mgmt		(Optional)
Configuration Mgmt Database		(Optional)
Change Management		(Optional)

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KEY POINTS TO CONSIDER

We work with you to resolve common process-based issues ensuring positive experiences and outcomes for your customers and employees. As a service provider, we will take a phased approach, utilizing Now Create (Agile) as the backbone for our success. Our continuous improvement mindset helps you revitalize old ways of doing things. We make ServiceNow work for you and your organization no matter the size, the budget, or the mobility. Here are four major factors for decision-making:

SIZE AND COMPLEXITY

SDIKNOW is not a one-size-fits-all solution. It varies, depending on the size of the business and the nature of its operations. SDIKNOW most benefits small and medium-sized enterprises with relatively simple workflows and stable requirements. If your basic operations involve implementing incident management or problem management and do not include extended ServiceNow modules, SDIKNOW may be a good fit whereas for large enterprises with varied needs, complex business processes, and anticipated potential for additional requirements choosing a separate ServiceNow instance that addresses personalized requirements would be beneficial. A separate instance would enable more control in terms of customization and create a more isolated environment with separate databases.

AFFORDABILITY

One of the major factors that determine the decision between SaaS and a separate instance is the cost. SaaS is a more economical option than a separate instance. The setup, maintenance, and support costs are minimal because they are shared across instances, and SDI handles these functions. In the case of a separate ServiceNow instance, the setup, deployment, and maintenance costs involved are higher and may not be budget friendly for small or medium-sized companies. Enterprises with a large capital may prefer anticipated requirements for additional a separate ServiceNow instance.

SECURITY AND PRIVACY

A SaaS environment guarantees security, and privacy for all. Therefore, it's extremely important to work with experienced ServiceNow Administrators like SDI's to ensure that the settings are configured to your tailored needs, to avoid unauthorized access and security incidents.

URGENCY

The choice between a SaaS solution and a separate ServiceNow instance also depends on whether you and your organization want to deploy the required solution immediately or are prepared to give it some time. SaaS is a good option for enterprises that have immediate requirements. It is easy to set up, and the onboarding process is swift. However, for organizations that can afford to give it time, service providers may help them transition gradually to a separate ServiceNow instance structured according to their specific business requirements.

SDI DIFFERENTIATORS

- IT consultancy and managed services provider (MSP) headquartered in Chicago, with offices in Los Angeles, Sacramento, Atlanta and Dallas-Fort Worth
- 25+-year of corporate resume running complex, 24x7 mission-critical IT environments that demand both a broad and deep IT expertise and unwavering commitment to performance excellence: IT managed services programs for over 30,000 users. Intelligent Transportation
- Systems for complex tollway systems. ERP procurement assistance for over 90 municipal government agencies and special districts.
- 260+ technical professionals, averaging over 15 years of industry experience and highly certified in IT and Project Management
- Prime contractor for seven multi-year \$10M+ projects
- \$80M revenue and exceptional financial ratings – D&B 3A2 (highest for SDI's company size)
- Certified Minority Business Enterprise (MBE) with City of Chicago, National Minority Supplier Development Council (NMSDC).
- 100+ supplemental employees through M/W/V/DBE business partnerships promoting MBE workforce growth in today's marketplace
- 99% customer satisfaction rating and 99 Net Promoter Score (NPS) in 2020
- Backed by Abry Partners, a Boston-based sector focused private equity firm with \$5B under management and over 30 years of experience in the technology market