ServiceNow Development, Implementation and Consulting Services
Infopulse provides reliable ServiceNow adoption services to customers worldwide. Our goal is to help enterprise customers leverage the benefits of ServiceNow platform by tailoring software to their business needs.

Our 7+ years of expertise covers the entire ServiceNow platform, including ITSM and ITOM processes implementation, Service Catalog, Automation and Orchestration, Self-Service Portal, development of custom modules and integration with other business applications.
Our experienced team of consultants with deep competencies in ServiceNow platform and products, allows the customer to excel in ServiceNow projects implementation.

What we offer:

- Analysis and assessment of your existing solutions, processes and their readiness for ServiceNow adoption
- Selection of the most relevant ServiceNow solution to meet your business needs
- Migration to ServiceNow from other ITSM platforms
- Design and implementation of business processes based on ITIL principles
- Develop a roadmap and build a detailed implementation plan to match your business strategy, requirements and policies
- Define the required customizations and integrations
- Help to choose the most suitable pricing plan
- Optimize costs by suggesting additional plugins for custom-made functionality.
Migration to ServiceNow

We'll walk you through a complex process of replacing your legacy and old-fashioned ITSM system or numerous single-point tools with a unified ServiceNow system. Also, we’ll help you avoid challenges and pitfalls you had with your previous tools by effectively migrating to the ServiceNow solution.

Our migration services cover the following steps:

• Analysis of the existing solution and problems it fails to address
• Consultation on business processes optimization and a plan outline for migrating to ServiceNow more efficiently
• Choosing an effective migration strategy that suits your needs
• Plan implementation and transition activities
• Data migration and integrations setup between ServiceNow and other tools of your ecosystem
• Enabling quality assurance to eliminate risks
• User training for your team
• Post Go-Live support after the solution launch.
Our scalable team of experts will provide you with end-to-end implementation services including gap analysis and technical requirements in accordance with ServiceNow functionality. We can also build an implementation roadmap aligned with your business requirements, define the most suitable CMDB model for your business, implement, configure and customize ServiceNow solutions.

Infopulse enables a modern, flexible and cost-efficient ITSM infrastructure for automating IT services according to the following ITIL principles:

- **Incident management**: Streamlining incident management lifecycle from incidents logging to their resolution and closure
- **Problem management**: Preventing service disruption and minimizing the impact of errors in the IT infrastructure
- **Change management**: Setting up a single repository of all scheduled changes with quick and simplified deployment process
- **Request management**: Automating IT service requests processing and employees’ workflows
- **Configuration management**: Overseeing the logical and physical state of IT infrastructure and application elements to ensure their stability, integration and operational continuity
- **Service Catalog and Service Provisioning**: Enabling a multilevel categorization of service requests. Optimizing provisioning processes including cost allocation, invoicing and purchase ordering, software license automated provisioning
ITSM and ITOM Platform Development and Implementation (continued)

- **SLA Management:** Monitoring the quality and speed of provided services
- **ServiceNow Reporting and Performance Analytics:** Allowing end-users to create and distribute reports and get real-time data and insights, e.g., open incidents of each priority. Better data collection and visualization
- **Interactive dashboards:** Measuring and gathering all the performance data in well-designed interactive dashboards to improve decision-making and get more actionable and insightful data
- **Integration with other ITSM tools (Jira, HPSM, etc.):** Utilizing wide ServiceNow integration capabilities, we help you integrate your existing systems, toolset and processes with ServiceNow Platform
- **CSM Module Implementation:** Customer Service Management (CSM) groups key applications that provide customer service and support via different communication channels — web, email, chat, telephone, and social media. The module will allow customers to create tickets and assign them to available service agents with the necessary skill sets.

**ServiceNow ITOM services:**

- **CMDB Discovery and Service Mappings:** building a complete map of the discovered devices, applications, their connections and configuration profiles within your IT infrastructure. Automated data entry and CMDB updating to exclude human errors, enhance data integrity and accuracy.
- **Event management:** Setting up smart event and alert analysis to identify and quickly respond to various issues and enable high IT infrastructure performance
- **Monitoring & Notifications Integration:** receive all notifications in one place so that your operation team can keep track of all important events and react accordingly.
Decrease manual work and eliminate human error, get predictable results fast by automating your IT and business processes with ServiceNow.

Accelerate delivery of your services by utilizing ready-to-use tools and templates, as well as enabling integration with other business apps and cloud providers.

Measure and track your performance, identify areas where automation would benefit your company the most.

These are only several examples how ServiceNow solutions can help you automate different processes.

- **User management and provisioning**: Automatically create / deactivate users, add them to the respective groups and grant them required permissions using LDAP integration, based on the company’s business rules and workflows.
- **Client Software Distribution (CSD)**: Licenses provisioning and software distribution allows administrators to distribute software from the service catalog within third-party management systems. CSD can be also integrated with Software Asset Management to manage license counts for deployed software within the Dashboards.
- **Cloud Infrastructure Provisioning and Management**: Providing a single ServiceNow interface to define, administer, and measure workflows for provisioning cloud resources as well as resource life cycle management.
- **Cognitive Knowledge Management**: Setting up a contextual search based on the created relevant Knowledge Articles, reviewed and approved by Subject Matter Experts.
Enable your organization to move forward with digital transformation and deliver services and products through modern Requisition and Fulfillment processes. Service Catalog functionality helps define your products and services to provide better self-service ordering experience for your users through an intuitive interface and flexible workflow.

**Perform Products Scoping** to adjust visibility of products based on the User Criteria. Generate Product Bundles to group multiple products as a single kit. Free up time with automated cost optimization and allocation.

**Exploit self-service capabilities** to define and maintain Service Catalog items and how they are fulfilled within your organization.

- **Create Product Categories and Catalog Items**: Allocate items by respective categories, setup variables, properties, create product bundles (when possible), create a single catalog item with multiple catalog items (e.g., Laptop, Mouse, headset as a single item)
- **Set up fulfillment workflow**: Define sequence of Approval, Revision and Provision steps of the catalog Items
- **Set up Roles**: Create user criteria defining visibility settings for specific users based on different parameters.
Platform
Security and
Authentication

Deliver reliable and secure solutions for your business. We help protect your data and ensure that our services meet privacy, compliance, performance, and security standards.

ServiceNow infrastructure allows the solution to support availability and scalability requirements of all major enterprises. The platform is highly available and does not require lengthy upgrade or maintenance windows. You maintain primary ownership and full control over all users’ data, its collection, use, and retention.

Group any data or processes by users, locations, or business units. Connect with Active Directory to avoid switching between multiple systems. Reduce manual efforts with maintenance of user information and access to the system. With Single Sign-On, users can securely authenticate via multiple applications and websites.

• **Domain Separation**: Logical separation and restriction of data into domains to allow dividing data between customers or sub-organizations. Customize business process definitions and user interfaces for each domain

• **Multi-factor authentication**: ServiceNow multi-factor authentication offers administrators and users a second level of authentication in addition to the password – a passcode or token generated by a mobile application

• **Single Sign-On**: External SSO allows organizations to use several SSO identity providers (IdPs), manage authentication as well as retain local database (basic) authentication. The integration supports any combination of local and external authentication methods on a single instance.
Service Portals

Save costs on manual work reducing the number of phone calls, emails and ticket volume. Self-service experience allows users to log and track tickets by themselves 24/7, order services and products from Service Catalog, surf across knowledge base articles.

Deliver Global Transparency implementing analytical dashboards. Improve usability within various communication channels, e.g., ChatBot, LiveChat, OMNI channels. A native mobile application allows mapping a user journey via Personal Mobile Devices.

- **End-user Portals**: Implementation of a service portal framework to provide end-users with self-service experience. An end-user portal may include:
  - Ticket creation and approval,
  - Follow up and state changes,
  - Adding attachment or leaving comments,
  - Showing analytical dashboards or history of activities,
  - Software or hardware ordering,
  - Arrange fulfillment within preconfigured workflow.

Such portals allow increasing accuracy and speed of handling tickets, improving efficiency and eliminating waste from any business processes.

- **Mobile Experience**: Building a mobile application to conveniently use most of ServiceNow capabilities from a mobile device.
Integrations with Business Systems and Cloud Providers

- **Integration with SAP, MS Dynamics products and other business applications:** Increase efficiency of any business units by automating any processes and avoid duplication of work (e.g., get Purchase Order number from SAP and populate it on Request in ServiceNow)

- **Public and Private Cloud Providers:** ServiceNow can be integrated with both private and public cloud management providers, including Amazon Web Services, Microsoft Azure, and VMware offerings

- **Active Directory:** Administrators integrate with a LDAP directory to streamline the user login process and to automate administrative tasks such as creating users and assigning them roles

- **Monitoring tools:** Setup integration with any monitoring tools to create Events, Incidents and update actual status of the applications

- **Integration with Jira and other ITSM tools:** An end-to-end two-way integration with other tools to re-create tickets, update statuses in ServiceNow.

- **Payment Gateways:** Integrate with any Payment Gateway to establish an online payment process in ServiceNow Request Management to create a respective token, make a transaction settlement, authentication, validation, or refund.

- **Infopulse Standards Compliance Manager:** Embed risk management, compliance activities, and intelligent automation into your digital business processes to continuously monitor and prioritize risks
We can develop from scratch any custom solution tailored to your business needs and requirements. Here are just some examples of custom modules Infopulse can build on ServiceNow platform:

- **Human Resources**: Build an application to automate standard HR processes within your organization. This automation eliminates the number of checklists, email exchanges, and phone calls performed by an HR team.

- **Compliance Assessment**: Manage strict and complex regulatory and industry requirements across corporate environments within Policy and Compliance Management, Risk Management, Audit Management and Vendor Risk Management

- **Time Tracking solution**: Create a custom application for time tracking, timesheet approvals, including project assignment and reporting
Our advantages:

• Full value chain vendor for ServiceNow services

• Strong competence and experience in ServiceNow implementation and custom development

• Certified ServiceNow consultants

• ServiceNow Center of Excellence provides better team scaling capabilities and brings exceptional level of expertise
Cloud Management Solution Integration with ServiceNow ITSM Tool

Infopulse Helps a Client Speed Up the Resolution of Technical Issues by 50x
**Business Challenge**

- The customer needed a proprietary solution for managing cloud environments and services.
- As a single point of contact, the cloud management platform had to ensure accurate and quick resolution of technical issues, round-the-clock automated monitoring of both operational and security events.
- ServiceNow adoption was key to implementing and automating ITSM processes baseline according to ITIL best practices and recommendations.
- Infopulse experts also had to introduce a self-service portal providing end users with always-on service availability and 24/7 support.

**Solutions & Services**

- Integrated ServiceNow ITSM module with a complex cloud management platform for SaaS, IaaS, PaaS and Managed Services.
- Implemented Request Fulfillment Management.
- Incident/Problem/Change Management.
- Identity and Access Management.
- Cloud Sales Management.
- Knowledge and Event Management.
- Integrated ServiceNow with existing ITSM tools.
- Incorporated Infrastructure as Code.
- Established a self-service portal for self-service reporting and visualization.
- Knowledge Base development to collect, organize, curate, and share data across systems.

**Business Value**

- Streamlined and automated ITSM processes following ITIL best practices and recommendations.
- Automated deployment of cloud services, infrastructure configuration, platforms and software provisioning.
- 50X faster resolution of technical issues – minutes instead of days.
- Provided 24/7 proactive and reactive support to speed up service request fulfillment.
- Elevated workforce productivity, customer satisfaction and experience.
- Accelerated change management – from days to hours.
- Due to a self-service portal, improved decision-making, increased visibility, created an additional communication channel for end-users.

**Technologies**

- **ServiceNow**
- **MS Azure**
- **AWS**
- **Google Cloud Platform (GCP)**
- **VMware**
- **MS Azure Stack**
- **Citrix**
- **Jenkins**
- **Terraform**
- **Ansible**
- **GitHub**
- **Site 24×7**
- **Aternity**
- **Cisco Meraki**
- **Azure Monitor**
- **Veeam**
- **CyberArk**
- **Cloudyn**
- **MS Intune**

**Facts**

- Team: 11 FTE
- Duration: 2 Years
ITSM and User Self-Service Portal Implementation

Automating Service Desk operations and enabling real-time incident visibility

Client: Provider of customized industrial solutions
Location: Sweden
Employees: 600+
Business Challenge

After divestment from its parent company in 2017, our customer became independent and had to design and establish its own ITSM, operations, and support from scratch.

The client relied on TietoEVRY Enterprise ITSM System and Service Desk as well.

To enable self-service capabilities, customer needed to implement a dedicated ITSM system with the User Self-Service Portal. Such a system had to optimize processing of end-users’ requests and streamline the ticket history on the client’s side.

One of the challenges was to integrate the existing TietoEVRY Enterprise ITSM System with a chosen ServiceNow ITSM system and Self-Service Portal.

Solutions & Services

• Established a scalable Self-service Portal and a Service Catalog as a part of ServiceNow ITSM system
• Integrated the Portal with TietoEVRY ITSM and Active Directory to store users’ data and requests on the client’s instance
• Integrated it with Azure and Office 365 for software license provisioning
• Integrated it with MS Intune to automate software provisioning
• Enabled hardware and software ordering in a single system
• Implemented a workbench for end-users – a single-pane view of all tickets, their status, history, etc.

Business Value

• Implementation of a single point of contact for end-users allowed them to report their issues or incidents and track status of a created ticket
• Self-Service Portal implementation resulted in faster issue resolution, real-time visibility, better flexibility, and efficiency
• Enabled automation of Service Desk operations and software provisioning
• The customer received a scalable solution to further enable a procurement system, interactive dashboards, analytics system, etc.
• Streamlined ITSM processes including Asset Management, License Management, and User Management

Technologies

ServiceNow  Azure Cloud  MS Office 365  MS Intune

Facts

Team: 4 FTE  Duration: 1 Year
ServiceNow CMDB Service Mapping and Change Management Implementation

Infopulse calculated TCO of the client’s CMDB applications and helped improve CMDB data quality

**Client:** One of the Big Four  
**Industry:** Professional Services  
**Location:** USA  
**Employees:** 100,000+
Business Challenge

The customer has a large IT infrastructure, with multiple applications, servers, databases located on premise or on Azure and AWS. It was essential to calculate the TCO of all applications in their existing ServiceNow CMDB. Among key business and technical challenges were:

- The existing customer’s CMDB had manually added low-quality, out-of-date data.
- CMDB records were only horizontally discovered without addressing connections and dependencies between objects.
- Each application had unique requirements in terms of encryption, authentication/authorization, etc.

Solutions & Services

- Infopulse team implemented ServiceNow Service Mapping to automatically discover all application services based on the specific patterns.
- Enabled a comprehensive dynamic map of all the customer’s devices, applications, and configuration profiles.
- Enforced Change Management procedures to approve all CMDB changes
- Automated the process of updating CMDB records
- Built an effective communication channel to contact owners of added CMDB applications and proactively fix any discovered issues

Business Value

- Calculated TCO of ServiceNow CMDB applications and a new project implementation
- Enabled a continuous service improvement process of CMDB records
- Due to established Change Management procedures, all CMDB data is up-to-date, accurate, structured, and of high-quality.
- Facilitated troubleshooting of issues owing to an effective communication channel
- With a streamlined CMDB, the customer can already implement Event Management allowing to identify health issues across the datacenter on a single management console.

Technologies

- ServiceNow
- JavaScript
- XML
- MS SQL

Facts

- Team: 9 FTE
- Duration: 1 Year
Infopulse, part of the leading Nordic digital services company TietoEVRY, is an international vendor of services in the areas of Software R&D, Application Management, Cloud & IT Operations, and Cybersecurity to SMEs and Fortune 100 companies across the globe. Founded in 1991, the company has a team of over 2,000 professionals and is represented in 7 countries worldwide.

Infopulse is a Global Outsourcing 100® company recognized by IAOP® and is trusted by many established brands, such as BICS, Bosch, Citrix, Credit Agricole, FNT, ING Bank, Gorenje, METRO Cash & Carry, Microsoft, Mondelēz, OTP Bank, Raiffeisen Bank Aval, UkrSibbank BNP Paribas Group, VEON, Vodafone, and others.