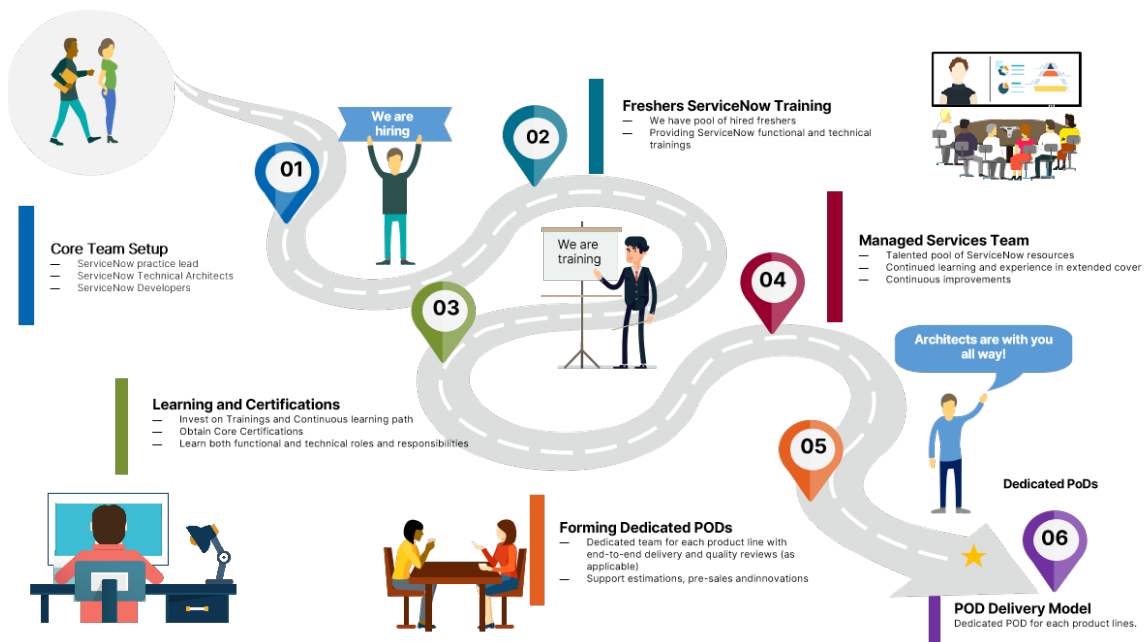ServiceNow • Consultation

Case study - Consulting partner for UK tech startup

Engagement - 1 , UK

ServiceNow Change Management process re-definition and Azure DevOps CI/CD automation tool chain integration solution design and implementation.

Engagement - 2 & 3, UK

Extension of first engagement, the deployment consisted of two phases, a PoC and followed by an actual implementation over a 6+ months period.

Engagements

1. Core team setup

- ServiceNow practice lead
- ServiceNow Technical Architects
- ServiceNow Developers

2. Freshers ServiceNow Training

- We have pool of hired freshers
- Providing ServiceNow functional and technical trainings

3. Learning and Certifications

- Invest on Trainings and Continuous learning path
- Obtain Core Certifications
- Learn both functional and technical roles and responsibilities

4. Managed Services Team

- Talented pool of ServiceNow resources
- Continued learning and experience in extended cover
- Continuous improvements

5. Forming Dedicated PODs

- Dedicated team for each product line with end-to-end delivery and quality reviews (as applicable)
- Support estimations, pre-sales andinnovations

6. POD Delivery Model

Dedicated POD for each product lines.

Account growth

Apr 2022	👥 21

Completed the training programs and growing strong in ServiceNow practice

Mar 2021	👥 17

Successfully completed 3 months engagement and signed 2 new consulting enagements

Jan 2020	👥 12

Added 10 Jr. resources to the team and started 3 months intensive training program

Nov 2021	👥 08

Partnered with UK consulting company for ServiceNow consulting and implemenatation

Oct 2021	👥 02

Started the practice with two Sr. Architects