




Business-friendly Solutions



Transform with ServiceNow

Creating processes that keep up with the speed of business growth is one of the biggest challenges faced by organizations. ITC Infotech makes it possible to overcome this challenge by leveraging its ServiceNow expertise. ITC Infotech is a ServiceNow partner with a high CSAT score.




Infrastructure Services

 1000+ Infrastructure Consultants	 30 Named Customers	 300,000+ End Users Supported	 Flexible Pricing Models			
 10+ Languages Multi-Lingual Support Center	 \$20Mn Annuity Contracts	 15000+ Servers across 180+ Countries	 180+ Countries			
						

Our Credentials

- Specialized in IT services management (ITSM), IT operations management (ITOM), Domain Separation, Orchestration, Customer Service Management, HR Service Delivery, Software Asset and custom application development
- Offerings services to global customers including IT, Hospitality, Retail & Marketing, Finance and Legal enterprises

<h3>Technology</h3> <ul style="list-style-type: none"> • Platform As A Service • End to end ownership • Expertise in all the ServiceNow modules • Automation & Orchestration • ServiceNow advisory and consultancy • Custom Application development/Platform runtime 	<h3>Expertise</h3> <ul style="list-style-type: none"> • TCO optimization • Reduction in operations time and cost • Reduction in MTTR • ITSM process assessment • Process definition • Manage ServiceNow life cycle of platform 	<h3>Experience</h3> <ul style="list-style-type: none"> • Managing multiple customer infrastructure services across the globe • 16+ years of experience in Managed Services in ITSM technology • Configuration review • Proof of Value 	<h3>Team</h3> <ul style="list-style-type: none"> • Execute end to end projects • Certified consultants with experience varying from 2 to 15 years • 80% resources certified in ServiceNow • Supporting world wide clients • Smooth execution of engagements
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 PRODUCT <ul style="list-style-type: none"> • Out of Box usage • Core System setup and Integrations • Service risk mitigation and management • Technical best practices • Focus on release 	 PROACTIVE <ul style="list-style-type: none"> • Proactive configuration • Best fit usage • Service experience • ServiceNow as a Service mode • Real time dashboards • Focus on roadmap 	 PLATFORM <ul style="list-style-type: none"> • Run it as a business • Experience is everything • Mature enterprise best-fit usage • Focus on Business technology roadmap
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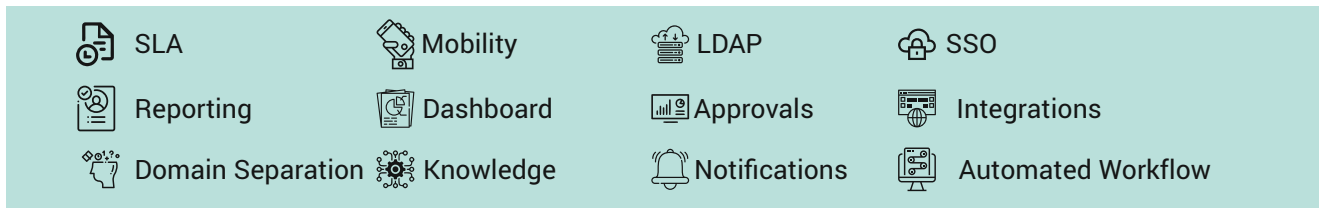
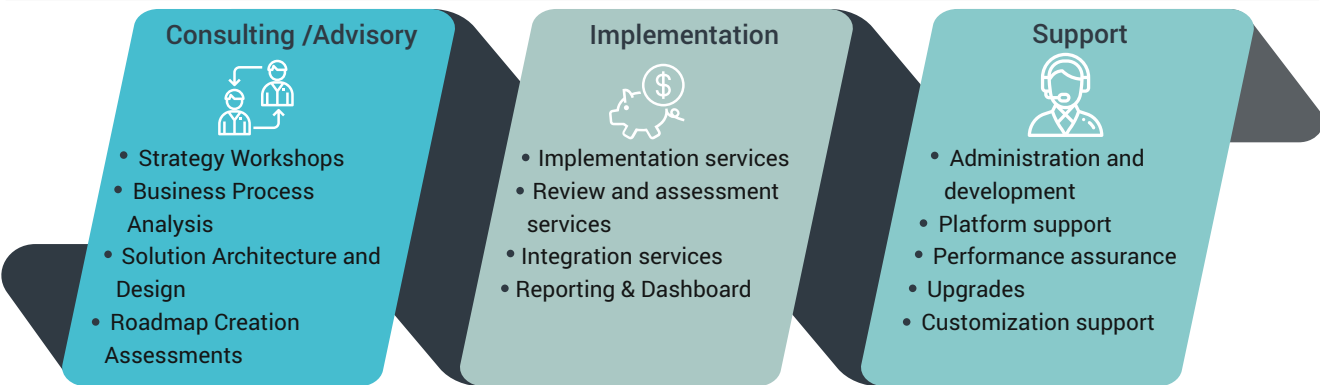
ServiceNow Competency



User Experiences



Service Experiences



Delivery Models

Agile Implementation

- **Delivery by Dedicated set of resources**
- **Can be Managed Services (PAAS) or Fixed Bid Implementation Services**
- **Business Drivers**
 - Greater control on business
 - Dedicated Named resources
 - High Risk projects
 - Takes ownership of Consultation, implementation, Deployment and Support

Competent Advisory

Formulating the right decision strategy & implementation

Annual Maintenance

Onsite and offshore application support model

Staff Augmentation

- **Delivery by Dedicated set of resources**
- **Business Drivers**
 - Customer gets ownership of resources
 - Greater control of project
 - Greater flexibility and scalability

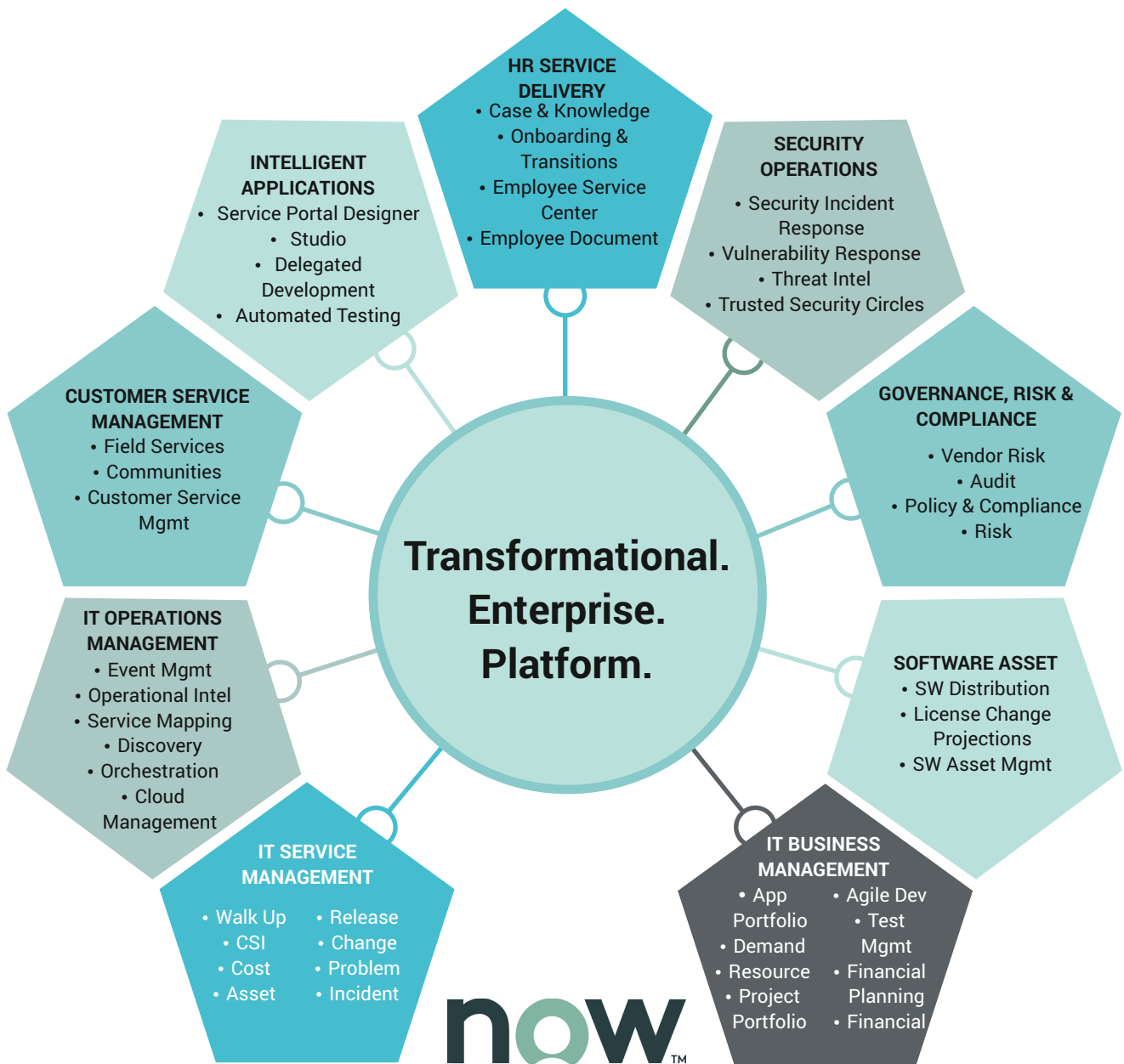
Factory Model

- **Delivery by Dedicated set of resources**
- **Business Drivers**
 - Story based phased implementation approach
 - Minimizes risk and provides efficiency and robustness in governance.
 - Leveraged offshore Centre of Excellence teams
 - Effort based costing ensure lower TCO.

Integration Support

Blend of complex enterprise applications to align with business processes

ServiceNow Platform



About ITC Infotech

ITC Infotech is a specialized global technology solutions provider, led by Business and Technology Consulting. ITC Infotech's Digital@work infuses technology with domain, data, design, and differentiated delivery to significantly enhance experience and efficiency, enabling our clients to differentiate and disrupt their business.

ITC Infotech is a fully-owned subsidiary of ITC Ltd, one of India's foremost private sector companies and a diversified conglomerate. www.itcinfotech.com | contact.us@itcinfotech.com