

# IT Service Born in the Cloud



## Managed Instance

The best IT thinkers trust Navigis Managed Instance and ServiceNow to deliver the quickest value with the lowest total cost of ownership for IT Service Management.

Cloud delivery, painless upgrades and point-and-click customization removes traditional technology limitations and allows you to spend more time on things that help your business grow.

Simple subscription licensing with a flat-fee implementation helps ensure your costs are both low and predictable.

## About Navigis

Navigis has been a global leader in IT Service Management and practices since 1996 and is the largest and oldest services partner for ServiceNow.

Navigis is a trusted advisor for its customers delivering high-value services that address key business issues.

Using a consultative approach combined with a knowledge transfer approach, we help customers realize the benefits of ServiceNow in a short period of time and our training curriculum and delivery is sanctioned and fully supported by ServiceNow.

Furthermore, Navigis enables the knowledge and expertise in their clients staff to help ensure the on-going success of their organization without dependency on outside resources.



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IT Service  
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## Managed Instance

The fully hosted Software-as-a-Service ITSM platform from ServiceNow™ that cuts your costs and simplifies your operations.

# Cloud-based IT service management, delivered at a down-to-earth rate.

**Introducing Navigis Managed Instance**—Now small to medium businesses can get access to ServiceNow... the same award-winning Software-as-a-Service for ITSM that Fortune 500 companies rely on.

For a low subscription price of only \$79 per month\*, Navigis Managed Instance delivers customers access to all the world-class ServiceNow applications... each built on a common, extensible platform supporting all ITIL processes including incident, problem, change, service level management, request fulfillment and others.

ServiceNow is the enterprise IT service management platform that combines ITIL v3 process support and Software-as-a-Service (SaaS) delivery.

Born in the cloud and recognized for being the first to deliver SaaS for enterprise IT, ServiceNow makes IT more accessible, intuitive and social. The system brings together IT strategy, design, transition and operation on a powerfully simple cloud platform that just works.

ServiceNow is built to be a productivity tool for all types of business users including the CIO, service desk staff, application developers, IT finance, IT operations and business people.

Now you can manage business processes from start to finish with integrated solutions for:

- Asset and Configuration** - identify and monitor IT service assets and their relationships.
- Planning and Policy** - define IT strategies and manage projects.
- IT Services** - deliver IT services and support to business users.
- Non-IT Services** - automate business processes outside of IT.

## What Managed Instance and ServiceNow can do for you

### Deliver Value

Stop wasting time and money tuning the database and planning your next massive upgrade. Born as a cloud service, ServiceNow is completely hosted and offers automatic upgrades three times a year.

### Empower Your Staff

Give your staff a tool that will help them do their job. Intuitive and social, ServiceNow is a tool that users will truly enjoy.

### Evolve Your Best Practices

Don't let technology dictate your processes. ServiceNow is built on the IT Infrastructure Library (ITIL) but designed to be flexible. You can easily customize existing applications or build new ones, and your changes are preserved through all upgrades.

### Save Money and Time

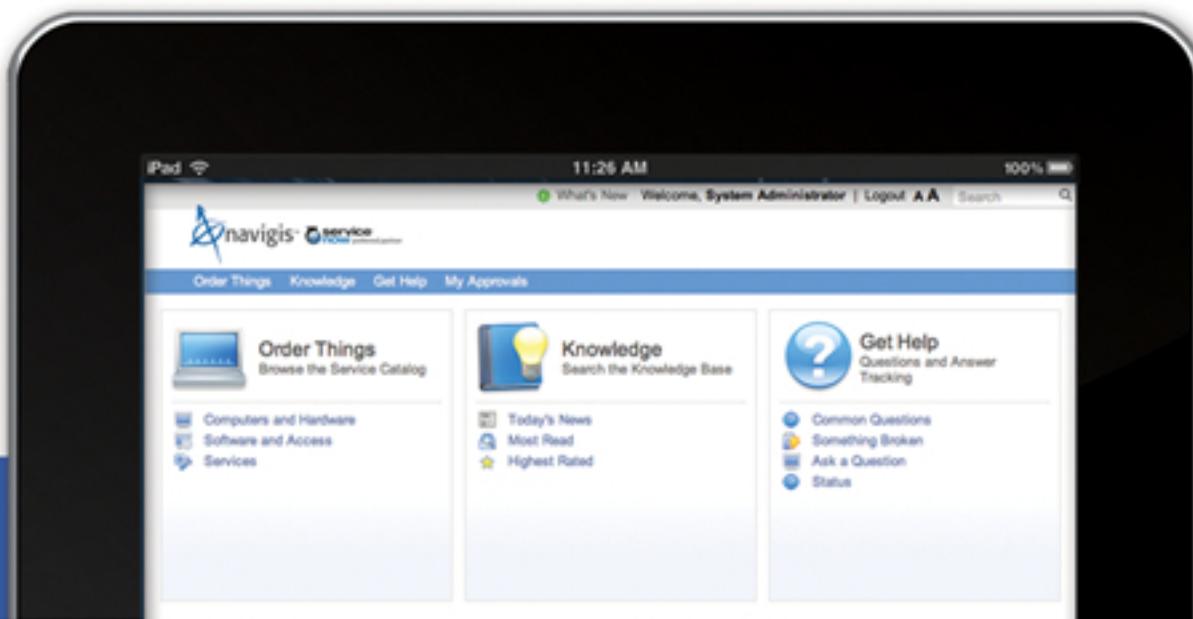
Our proven Navigis implementation methodology gets you up and running in weeks, not months or years. Our subscription licensing includes automated upgrades and many applications and integrations, so your costs will be low and predictable.

\* Five seat minimum, with 3-year contract.

ServiceNow has been  
recognized for its many  
accomplishments



Born in the cloud, ServiceNow and Navigis Managed Instance make IT services more accessible, intuitive and social.



## Who Uses Managed Instance

Customers use ServiceNow to automate service requests, incident, problem, change and knowledge management.

ServiceNow is also the first enterprise IT social network and is used for project and portfolio management, IT cost management, service catalog and service portfolio, discovery and application dependency mapping, CMDB, IT asset management and as a platform-as-a-service.

Employees use ServiceNow to request IT business services, such as reporting a service interruption or ordering a computer.

IT support staff use ServiceNow to track the processes that fulfill service requests.

ServiceNow administrators can configure the system in many different ways to address an organization's business needs. They can install and set up any number of the process applications that are provided with ServiceNow and also create custom applications. Applications can be made available to selected users by way or roles and other access controls.

Users can access and manage the software platform using any supported web browser. The system may also be configured to send and receive email as a way to create and track service requests. The system may be integrated with other software applications.

Users of the ServiceNow platform fall into these general classifications:

### Administrator

The primary administrator role (admin) has access to all system features, functions, and data, regardless of security constraints. Additional administrator roles manage specific applications.

### IT User

The IT user (ITIL) can perform standard actions for an IT service desk technician. The IT administrator has more privileges than the ITIL role and is intended for team leads. This role can delete incidents, problems, changes, and related entities.

### Employee Self Service User

Self-service users can make requests, view articles, log incidents, and search the knowledge base through the standard user interface or through a user-friendly website called the Employee Self-Service Portal.





# With Managed Instance you get access to the full suite of on-demand IT service management apps from ServiceNow.

ServiceNow applications are built on a single Platform-as-a-Service, offering a consistent and intuitive user experience throughout the entire IT Infrastructure Library (ITIL) service lifecycle.

## here's what you get...



### Asset Management

Tracks IT assets at every stage of the life cycle and automates software license compliance and expiration notifications and manages a wide variety of license types, including those based on CPU types, location, named users, subscriptions, and much more.

**How it helps you:** gain immediate and real cost savings by managing the physical, financial, and service attributes of IT hardware, software, and virtual assets.



### Business Services Applications

Allows you to automate business workflow outside of IT by using prebuilt applications for HR, facilities, and sales force automation or you can easily build new applications on the ServiceNow Platform as a Service (PaaS).

**How it helps you:** Your business users will be amazed by your swift response to their requests by leveraging a single system of record for all corporate assets, a shared workflow engine, and a business service catalog.



### Change Management

A process for managing the people-side of change and minimize risks of changes to the IT environment so your entire IT staff works better together to reduce unapproved changes.

**How it helps you:** fewer unplanned service disruptions, higher customer satisfaction, and overall improvement to the reputation of IT.



### CMDB and CMS

Defines and maintains a configuration management database (CMDB) for your IT infrastructure and by using ServiceNow Discovery to automatically populate the CMDB as well as the relationships between configuration items (CIs).

**How it helps you:** Streamlines your CMDB implementation and ongoing maintenance with no more failed starts, lengthy implementations, and ongoing maintenance challenges that result in limited business value and lots of unrewarding work.



### Field Service Management

Delivers field-based services efficiently with resource planning and inventory logistics and provides intelligent dispatch, work order tracking, and inventory management.

**How it helps you:** helps service organizations manage their out-of-office service calls using automated skills mapping and a drag and drop interface.



### Incident and Problem Management

The foundation of IT service process and a core component of the ServiceNow platform it provides a number of tools to enable a service desk to implement the ITIL Incident Management process effectively with features like chat and live feed to enhance communication, and single-click incident creation.

**How it helps you:** Helps prevent incidents from happening, and minimizes the impact of incidents that can't be prevented and allows you to instantly share findings with the rest of the IT team, and communicate workarounds to the business.



### Integrations

Integrates ServiceNow with third-party applications and data sources such as CMDB, Incident Management, Problem Management, Change Management, User Administration, and Single Sign-on using a variety of techniques, including web services, JDBC, LDAP, Excel, CSV, and email, as well as any industry standard technologies that use SOAP or WSDL.

**How it helps you:** provides hundreds of integrations to third-party applications and data sources as part of the service, at no extra charge. If the integration you need doesn't already exist, we will work with you to create it.



### Cost Management

Tracks the costs of configuration items, tasks, and labor for reporting and budgeting. Using service relationships, the solution aggregates configuration item (CI) costs, staff work time, project-related expenses, labor costs, and other costs across all ITIL processes for complete cost visibility.

**How it helps you:** you can easily demonstrate value and bring transparency to the cost of business-critical services and help your customers understand the true value of IT services.



### IT Governance, Risk and Compliance

Uses the IT 3.0 approach to compliance and provides the functionality to manage policies and procedures, as well as the associated risks, control procedures, audit controls, and tools for managing exceptions.

**How it helps you:** Provides automated compliance management and defines and enforces policies through risk controls and audit processes.



### Platform as a Service (PaaS) for IT

Provides a complete application development environment for building and deploying new applications for your business where you can create entirely new applications from scratch.

**How it helps you:** You are able to build, customize, and tailor applications in ServiceNow faster than in any competitive technology and these customizations have zero impact on the ability to upgrade the system. Upgrades are automated and guaranteed to never impact your custom applications.



### Project and Portfolio Management

By tracking and managing all projects and ITIL processes (including incident, problem, and change) from the unified ServiceNow platform. . leverages social IT chat and live feed capabilities,

**How it helps you:** eliminates unnecessary project overhead so every IT team member can easily participate, collaborate, keep current, and add value. This brings the benefits of real visibility and control to project management.



### Release Management

Plan, build, and coordinate the release of new and improved services. Lets you automate the release process and track development activities. From the initial definition of features right through to release.

**How it helps you:** incorporates your development life cycle into your IT service management processes to help you improve the stability and availability of your production systems. Nothing should slip through the cracks as you deliver the highest quality computing experience for your business.



the ServiceNow experts



#### Reporting



Get quick access to the data you need with pre-built reports or custom reports built with our reporting engine and present it in pie charts, lists, pivot tables, histograms, pareto charts, box charts, calendars, and more.

**How it helps you:** Now anybody can create and use the reports they need to get their jobs done. The days of expensive, complex analytics tools are over. Your Data. Your Reports. Your Way.

#### Service Catalog and Request



A central listing of the goods and services that an IT organization provides including predefined service request templates and user interface layouts that give you the ability to quickly drag-and-drop your way to a powerful, world-class UI.

**How it helps you:** Rather than forcing your users to tolerate an IT 1.0 interface, give your users a service catalog that mirrors the look and feel of your corporate website.

#### Service Level Management



Ensures that a guaranteed level of service is provided for all IT services by allowing you to define service guarantees with service level agreements (SLAs), underpinning contracts (UCs), and operational level agreements (OLAs) and put them in place quickly.

**How it helps you:** Continually measures customer satisfaction to ensure delivery of what the business really needs and provides visibility into how you perform against those commitments.

#### Service Portfolio Management



A consumer-friendly online catalog that packages and presents IT services in a portfolio of business-relevant service offerings. Incidents, problems, changes, even projects and other data can automatically roll up into an intuitive dashboard.

**How it helps you:** View and monitor the business services that your IT infrastructure supports providing you and your users a real-time view into the performance and root-cause issues for the IT services the business cares about.

#### Social IT



Embeds social IT across all of ServiceNow and lets you extend social IT further across your organization with a "wall" similar to the ones on Twitter, Facebook, and Yammer.

**How it helps you:** Let users collaborate and provide peer-to-peer support to help each other within a managed community that supports both real-time and archival knowledge.

*ServiceNow believes believe the cloud is revolutionary, but it doesn't have to be a problem.*

*With the monitoring, management, integration and automation capabilities of our product, the cloud can be deployed opportunistically without creating a mess.*

*While other SaaS vendors look to take the power of the cloud away from IT by hiding its power inside applications... ServiceNow is helping to give it back by making it possible to leverage each type of resource for maximum benefit— without creating a mess.*

*We will help bring the advantages of the cloud to you.*

Join the companies who traded in legacy technology, costly upgrades and clunky user interfaces for a sleek and sexy cloud service delivered by ServiceNow and Navigis.

With Managed Instance from Navigis you can join the hundreds of enterprise organizations using ServiceNow to help provide better IT service for approximately six million end users around the world.