

Delta Corporate Services, Inc.
A Business & IT Consulting Company

Delta's SupportNow Offering

Competitively-priced, high quality ServiceNow support when you need it most

Delta's ServiceNow practice offers a flexible, competitively-priced annual contract to address your ServiceNow support needs.

Overview

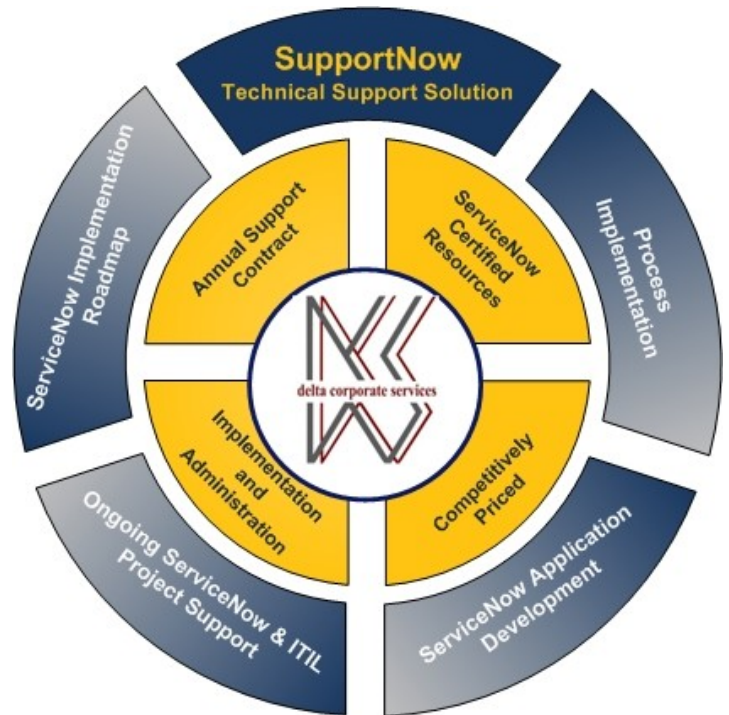
Delta's SupportNow offering provides ServiceNow customers with a minimum of 240 hours of annual support to use as needed. Hours can be used for minor enhancements, customizations, and configurations, without having to develop that expertise in-house or contract full-time external resources for issues that may only take a few hours to address. The scope of support offered includes:

- ◆ Identification and resolution of design and technical issues related to the ServiceNow implementation
- ◆ General system administration efforts
- ◆ Any specific tasks required to support the production and non-production instances (including but not limited to the import and export of data, the setup of reports and dashboards, scripting, and system performance analysis).

Some clients choose to use some of their support hours to create a mentor/protégé style training environment where our certified ServiceNow consultants help direct internal resources towards the resolution of problems and the design of solutions. We will work with you to help determine the best use of your SupportNow hours.

Features

- ◆ Access to high-end support when you need it without the fixed overhead.
- ◆ Delta's SupportNow consultants work from our Parsippany, NJ corporate office and are available as needed to meet with clients in the NJ and NYC region.
- ◆ Your annual support will be managed by a designated Primary Contact – one of Delta's Certified ServiceNow Implementation Specialists.
- ◆ The primary contact will provide you with a time estimate upon investigation and discussion of each support task.
- ◆ Risk management and status reporting will be provided to you on a regular basis.
- ◆ Delta's SupportNow team will use your approved templates for design documents, functional specifications and configurations specifications, as appropriate.



Advantages

- ◆ While the minimum support contract averages out to 20 hours per month, there is no monthly restriction on the minimum or maximum number of hours used.
- ◆ Clients can use the SupportNow hours as needed throughout the year to resolve technical issues, implement minor fixes and enhancements, and develop the mentor/protégé training relationships.
- ◆ The annual support contract is competitively priced, and provides ServiceNow customers with the flexibility to acquire technical support as needed, without the considerable cost of maintaining or sourcing a full-time ServiceNow System Administrator.



Contact Information

Delta Corporate Services, Inc. 129 Littleton Road, Parsippany, New Jersey 07054
Phone: 800.335.8220 **Email:** info@deltacorp.com **Website:** www.deltacorp.com