

AFJ SOLUTIONS

ServiceNow® Services Overview

PROFESSIONAL SERVICES

Strategic Advisory & Consulting for ITSM

The integration of your ITSM software must fit with the organisation's business and technology strategy and objectives. As a ServiceNow partner, whether you are new to ServiceNow or looking to optimise and get the most from your investment in an existing deployment, we will ensure your IT Service Management strategy remains aligned to the needs of your organisation.

With our extensive knowledge of Service Management and Frameworks such as ITIL, we will help you assess and design your service management processes, so they accommodate your organisational needs whilst leveraging ServiceNow capabilities in a future-proof way.

Our consulting services include:

- Process consultancy
- Strategic roadmap planning
- Business value assessment

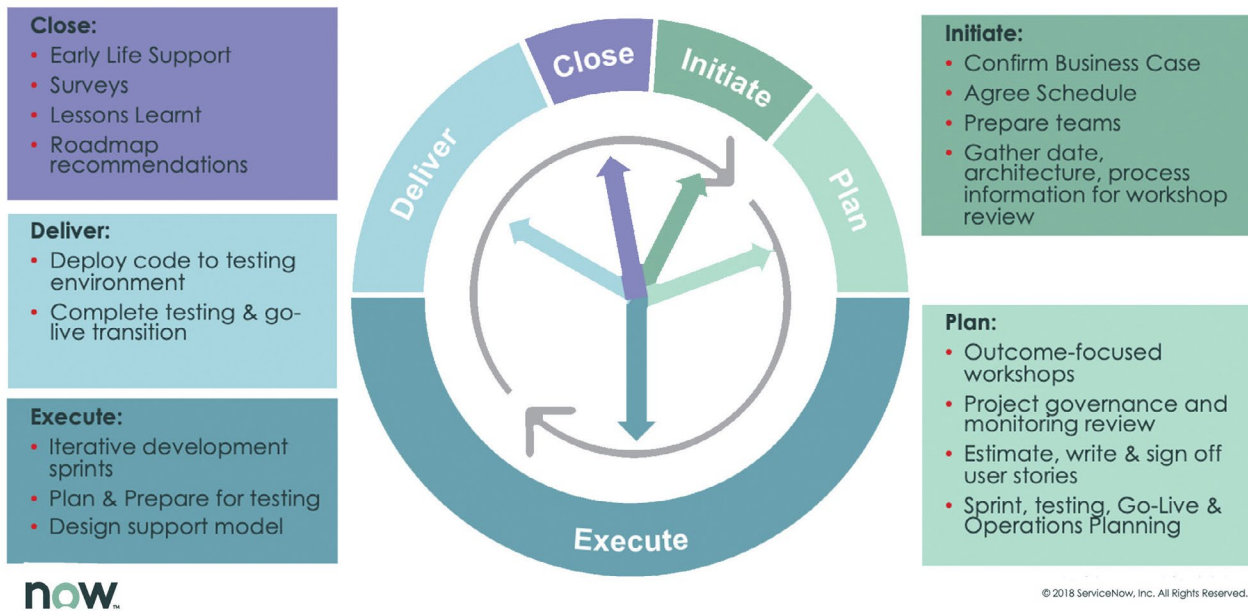
Implementation Services

AFJ solutions provide a suite of implementation services including, full life-cycle implementation for ServiceNow's range of products, continual system improvements, integrations, portal design and much more. Utilising our technical capability and industry wide expertise, we ensure your ServiceNow platform meets your business needs.

With our consultative approach, we aim to deliver the optimal design based on best practices and our proven platform experience before delivering the configured solution. Leveraging the existing out-of-the-box capabilities of the ServiceNow platform to the maximum, reducing the need for custom applications, lowering the ongoing maintenance costs and accelerating time to value.

ServiceNow®, Now Create Methodology

Utilising the ServiceNow Create methodology, our excellent level of technical skills and up-to-date platform knowledge, enable our implementations to deliver a substantial return on investment.



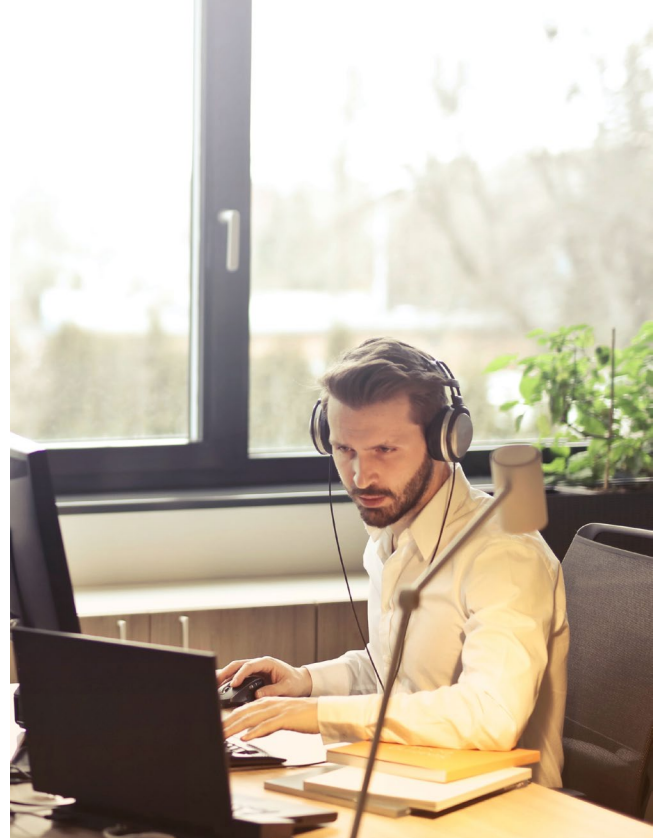
Project Management

Our Project Management Services ensure the successful delivery of our ServiceNow engagements. Our experienced team are experts in both agile and waterfall methodologies, ensuring our clients get the most suitable approach to their project.



MANAGED SERVICES

Our service is a total care solution that covers every aspect of admin, support and enhancement for the ServiceNow® platform. The essence of the service is that customers often struggle to continuously develop their system after its initial implementation and never realise the ROI they were expecting. With our service including enhancement, customers can deliver the ongoing development.



Delivering ROI through an Agile approach



The Benefits

What AFJ Solutions Offer

The AFJ Solutions Managed Service practice is designed to meet the specific needs of ServiceNow® customers. Our team of experts provide turnkey administration, operation, support and governance of your ServiceNow® system.

This includes:

- Agile delivery model.
- Support and maintenance with corresponding Service Level Agreements.
- Total care that covers every aspect of admin, support and enhancement.
- Flexible commercial approach.
- Continuous service improvement is baked into our model and culture.

- Monthly service reviews with your dedicated Service Manager.
- Includes upgrade management.
- Strategic and roadmap planning.
- Scalable Management framework.
- Operations and enhancement expertise.

The added benefit is that you can tailor these services to suit your specific ServiceNow® deployment and support budget.

PARTNERING WITH **AFJ SOLUTIONS**

At AFJ we are focussed on building strong, long-term relationships with our customers. We believe there are a variety of relationships and touch points necessary to deliver the experience our customer's demand.

At AFJ we believe the breadth of our engagement and depth of our expertise is a key differentiator.



**Portfolio
Expertise**



**Application
Specialists**



**Technical
Specialists**



**Professional
Accreditation**



**Sector Experience &
Market Knowledge**



**Consultative Sales
Engagement**

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AFJ Solutions

Get in touch with the team at AFJ Solutions to discuss how partnering with us could leverage your organisations ITSM capabilities.



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