

How a Managed Support Service might be marketed incorporating **wOw**. for **servicenow**.[®]

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Why us?

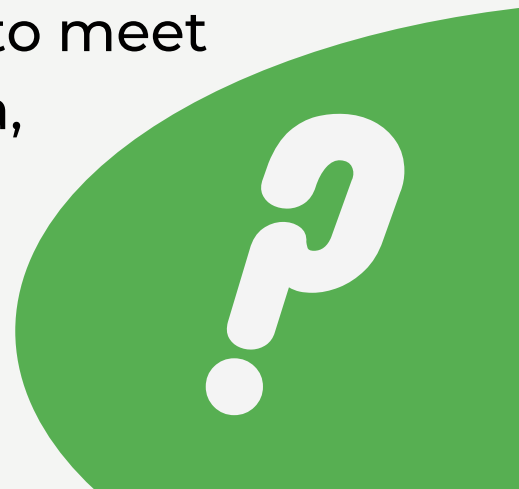
If you are looking for an IT support partner, the central question might be:

What is the most important benefit to be gained?

We do make sure that our people are exceptional, but you might not know that until we start providing services for you.

We also continually assess our services for improvement to ensure optimal capabilities for our clients, but other successful service providers of course do that too.

What truly sets us apart is the level and quality of service we guarantee. **wOw** for ServiceNow guides our teams to meet strict ticket progression criteria, minimising your lost work time, **improving your bottom line.**



Always Timely Support

Progression criteria for every support situation is specified **by you** during service design.

Reliability

Other support organisations spread support across personal ticket queue silos. Instead, we work together collectively as a team.

Unmanaged backlog never builds. Completion targets rarely breach. An exceptionally high and detailed SLA is the basis of your service.

Advanced prioritisation is a key “Flow Management” capability

Also uniquely, ticket SLA measurement is wholly accurate, by design.

And we don't stop there. A **Progression SLA** extends our commitment to delivering service excellence. It is our warranty of continuous timeliness no matter how much work is needed to reach ticket completion.

Advanced Metrics

Advanced metrics - Flow Metrics - provide us with the ability to monitor for exceptions to the timely delivery of your service.

Exceptions are promptly addressed, primarily by entire teams, to maintain service quality and meet our Progression SLA.

Flow Metrics engage our teams in their best work, and form industry leading service reports that provide you with detailed understanding of how well we are doing.

Other Unique Service Features

- Every ticket's progression schedule is shared with service recipients on your service portal. By everyone being in the know, coupled with reliability, you might never need to chase a response again.
- If a chase is needed, just let us know from the same place on your portal. We closely manage a response within 15-minutes, guaranteed.
- Benefiting staff who are not always at their desk, appointments can be booked for a specific time through your portal. We meet all remote support appointments without fail, guaranteed.



- Also enabled by our advanced way-of-working, is capture of every knowledge and procedural gap specific to your environment, for our continual improvement work in standardizing the quality of service you receive, tightening responsiveness, and improving your experience, even more.
- Optionally, we offer a lower cost, mainly digital channel service. A 15-minute first response for urgent needs is standard, guaranteed through our SLA.
- Other operational efficiencies mean that not only do we absolutely minimise lost work time for your staff, we offer one of the most competitively priced services available.