Meet

LTIMindtree ServiceNow Practice

Meet one of **servicenow** fastest growing partners..

LTIMindtree

REIMAGINING
Digital Transformation

250+
implementations

3
Geos - NA, EMEA, APJ

20+
Product Lines: ITSM, ITOM, HRSD, AE, etc.

ENSURING
Customer Success

99%
Customer Retention

100+
Customers

4.5
CSAT

THROUGH
Exponential Capability

750+
Consultants Globally

1000+
Certifications & Accreditations

3
CMA / CTAs

2022
AMERICAS PARTNER
Award Winner
servicenow

2022
GLOBAL PARTNER
Award Winner
servicenow

2023
AMERICAS PARTNER
Award Winner
servicenow

Consulting / Implementation	Reseller	Service Provider	Build
ELITE	ELITE	ELITE	ADVANCED PLATFORM

—— A Decade of Strong 360° ServiceNow Partnership ——

Getting to the future, *faster*. **Together**

..with a vast experience across servicenow. Lines

2000+	1.5M+	20+
Workflows Digitized using NOW platform	End user experiences engineered	Accelerators & Offerings

70+	50+	20+	30+	10+	5+
ITSM	ITOM, CMDB	HRSD	ITAM (SAM, HAM)	SPM, APM	SecOps
10+	10+	10+	100+	2	500+
IRM / GRC	CSM, FSM	Cloud Ops	Custom Apps	S2P, Supplier	Integrations
5+	10+	5+	80+	300+	50+
Industry Solutions	WSD, LSD, Safety	OTM	Automations	Upgrades	Platform Support

Getting to the future, *faster*. **Together**

LTIMindtree

Advisory & Consulting Services

- Process Optimization Advisory
- Enterprise Adoption and Transformation analysis
- Back to Box Advisory
- Process/Workflow Realization & Integration Design
- Platform Resale & Licensing
- Industry based consulting

Implementation & Transformation

- Implementation of ServiceNow Applications
- Custom Business Processes implementation & Application Development
- Integration Connectors Development
- Process Automation
- 6Z Model for Transformation

Managed Services

- Dedicated, Shared MSP Model
- ServiceNow Platform Support
- API Management
- ServiceNow Health Check Analysis
- Instance Monitoring and Maintenance
- Upgrades and Patching (Enhancement Packages)
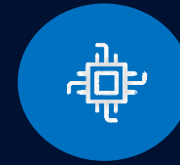
Migration / Consolidations

- Analysis of legacy tools as sunset candidates & gap analysis documentation
- Migration feasibility analysis
- Data migration and Archiving recommendation
- Legacy Instances Analysis
- Instance Consolidation Framework and Road mapping

Testing & Training Services

- End-user & Expert Training
- TTT training and OCM enablement
- Test Automation through ATF for maximum coverage
- Test optimization through standardization of test process, templates and tools through Test Management

Fixed Price | Fixed Capacity | Time & Material

LTIMindtree Staffing Model

Getting to the future, *faster*. **Together**

..with Our Centre of Excellence for servicenow.

LTIMindtree

Leveraging the power of NOW platform

Frameworks

Enterprise Service Management Accelerators & IPs

Platform ServiceOps Framework	Instance consolidation	Back2Box
Golden CMDB	Digital ITAM 4	

Many more

Store Apps

Platform Assessment Frameworks

Platform Doctor	OSI- PI Connector	Learn Assyst
	ServiceOps Auto remediation BOTs	Realtix

LTIMindtree NOW IP's

Solutions

Solution Offerings

PRISM – *Enterprise Experience Fabric*	ITOM360 Analytics	Data migrator
ESG.Nxt	Dynamic Catalog	Gen AI: EA Starter

Accelerators

LTIMindtree Accelerators

Requirement gathering templates	Data gathering templates	Impact Analysis templates
	ATF Jukebox	Design Template

Getting to the future, *faster.* **Together**

..to S💡ve complex customer problems using

servicenow

SOLVING FOR
Employee Experience Transformation
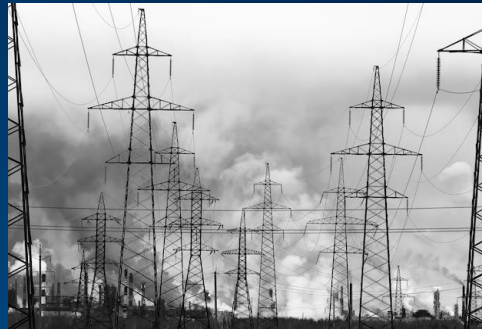
Largest Global Media Conglomerate

Amplifying experience for **250K+** global employees

Revitalized Intranet combining 10+ portals

Consolidation of all Digital Channels with the power of the NOW Platform

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SOLVING FOR
IT Operations Transformation

Large Fortune 500 Utilities Company

Streamlined Storm Ecosystem through integrated **IT Service Ops**

Business Service Mapping for **500+** Applications

End to end IT Operations Management Implementation

SOLVING FOR
Customer Service Modernization

Largest European Airport Technology Providers

Elevating Customer Delight by unifying back-office customer care

Consolidation of **10+** Business Units for Customer Service

Migration from multiple platforms into ONE Customer Service Desk Solution

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SOLVING FOR
End-to-End Employee Onboarding

Global Manufacturing Conglomerate

Streamlined Employee Onboarding for **80+** Countries

Orchestrating through **5+** Systems

Transformed digital employee onboarding experience with the Now Platform

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Getting to the future, *faster.* **Together**

LTIMindtree **+** servicenow.

Getting to the
future, faster.
Together.