

What ServiceNow is saying about 



“CDW won by excelling at driving sales of Now Platform products and packaged ServiceNow professional services.”

– ServiceNow Partner Team



“CDW accelerated digital transformation delivering always-on digital services, amazing user experiences, increased security & reduced risk.”

– ServiceNow Partner Team

## CDW ServiceNow History, Experience & Highlights

**servicenow**  
partner  
since 2013

4.5/5.0 Average CSAT  
over the past 5 Years

**servicenow**  
customer  
since 2013

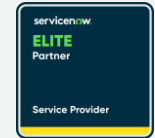
CDW uses ServiceNow  
to support 20K+ Customers & Co-workers

**Gartner**

CDW Recognized in the  
2022 Gartner Market Guide  
for ServiceNow Consulting

## CDW ServiceNow Services and Focus Areas

- ✓ ServiceNow Implementations
- ✓ ServiceNow Integrations and Migrations
- ✓ Maturity Assessments & Roadmaps
- ✓ Process Engineering and Alignment
- ✓ ServiceNow Platform Health Checks
- ✓ ServiceNow AI Readiness Programs



- IT Service Management
- IT Operations Management
- IT Asset Management
- Security Operations
- Customer Workflows
- HR Service Delivery
- Integrated Risk Management
- Custom App Development

## Programs to Manage ServiceNow, Improve Process and Accelerate ROI

### INNOVATION SERVICES

Maturity Assessment and Multi-year Roadmap to align people & process with business goals as part of a ServiceNow success plan

### SMARTFLEX

ServiceNow Backlog and Enhancements including Roadmaps, Release & Resource Planning, Continuous Improvement

### SMARTADMIN

ServiceNow Platform Management including Administration, Program Management, Upgrades and Maintenance

### SMARTASSURE

Advise, Innovate, Manage Project/Implementations, Org. Change Mgmt, Exec Alignment, Process Definition & Governance

### SNaaS

ServiceNow as a Service Full ServiceNow instance, lower start up costs and ongoing admin support under one monthly cost