



Nihilent Speed up IT Service Management (ITSM)

World-class capabilities | Transforming Global Businesses

Many IT organizations find it challenging to keep up with the rapid pace at which technology advances. This difficulty is compounded by the limitations of IT service management (ITSM) platforms that cannot establish connections across different parts of the business. Our services aim to enable your IT function to establish borderless organizations that promote seamless interaction between people and technology, resulting in increased productivity levels.

Attaining maturity in IT Service Management has never been as easily achievable as now.

The Nihilent Accelerated ITSM solution empowers organizations to transition their ITSM capabilities to a ServiceNow platform within eight weeks without compromising quality or cost-effectiveness. Leveraging our extensive experience deploying ServiceNow for countless clients, Nihilent Accelerated ITSM offers organizations out-of-the-box ITSM capabilities and best practices.

Moreover, Nihilent assists in obtaining a ServiceNow license tailored to your organization's needs. This comprehensive offering includes core ITSM capabilities such as software provisioning, configuration, implementation, and ongoing operational support. By utilizing the Information Technology Infrastructure Library (ITIL) framework, organizations can immediately begin their journey to ITSM maturity. What's more, the investment required for this Solution is considerably lower than what larger organizations typically spend to achieve the same outcome.

How Nihilent Accelerated ITSM benefits organizations

Our ServiceNow solution offers industry-leading capabilities to enhance IT service management (ITSM) operations. By replacing your existing Solution, you can achieve more stability, consistency, and efficiency across your IT systems.

Our tailored Solution also offers an improved user experience, making it easier for your staff to use self-service tools and reduce the burden on your IT team. Additionally, our governance models provide robust platform and process controls that help expand and enhance your ITSM capabilities. At the same time, our approach offers a clear path for planning and prioritizing future service management initiatives within your organization.

To ensure ongoing success, we provide Multi-years of dedicated support and enhancements to improve accuracy, mature ITSM competencies, and reduce costs. Moreover, We assist with flexible ServiceNow licenses that can be adjusted to fit your evolving business needs, ensuring you always have access to the required resources.

Nihilent Accelerated ITSM can offer the most significant advantages to companies in a growth phase.

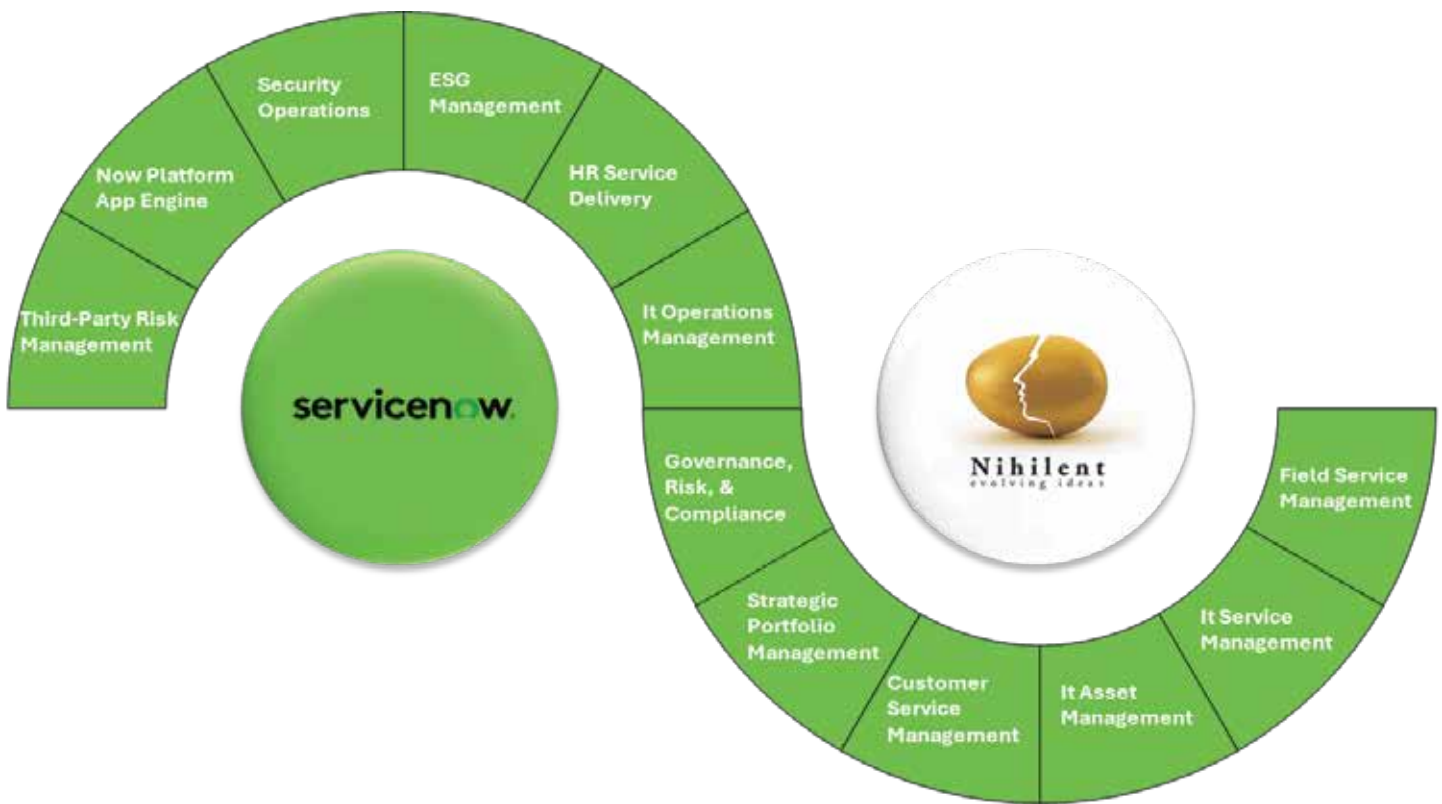
Building a solid foundation in service management can be the starting point for companies seeking ITSM that is in line with their business requirements and can help them advance toward ITSM maturity. In addition, those IT leaders who wish to expedite the maturation of their ITSM function without requiring a transformational budget can find value in Accelerated ITSM.

More incredible implementation speed and standardized procedures, combined with a seasoned team, resulting in an initial level of IT service management (ITSM) maturity.

The Nihilent Accelerated ITSM employs readily available features to enable IT leaders to swiftly transition their ITSM using an industry-standard methodology, achieving ITSM maturity without incurring significant costs. In addition, Nihilent provides a streamlined solution that bundles our team's extensive ITSM and ServiceNow platform expertise, including the ServiceNow license, implementation, and upkeep.

About Nihilent

Nihilent is a global consulting and services company that uses a human-centered approach for problem-solving and change management. Nihilent’s comprehensive range of expertise in customer research, process, and technology enables newer heights of business performance. Nihilent enables customers to realize these strategic goals through its comprehensive Business Consulting, Analytics, and Technology offerings. Nihilent’s User Experience (UX) Labs are in Pune and Johannesburg, with the third launching soon in Dallas. Each UX Lab is guided by a structured framework following industry-recognized principles and includes the six stages: Sense, Immerse, Define, Ideate, Build and Validate.



1800 + Customers
500 + Design Thinkers
23+ Years Of Managing



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**/ Humanizing
 Technology**