We hope that you, your friends, colleagues and beloved ones are safe.

Please take good care of yourself.

A warm and a big thank you to our clients and partners for having trust in us.

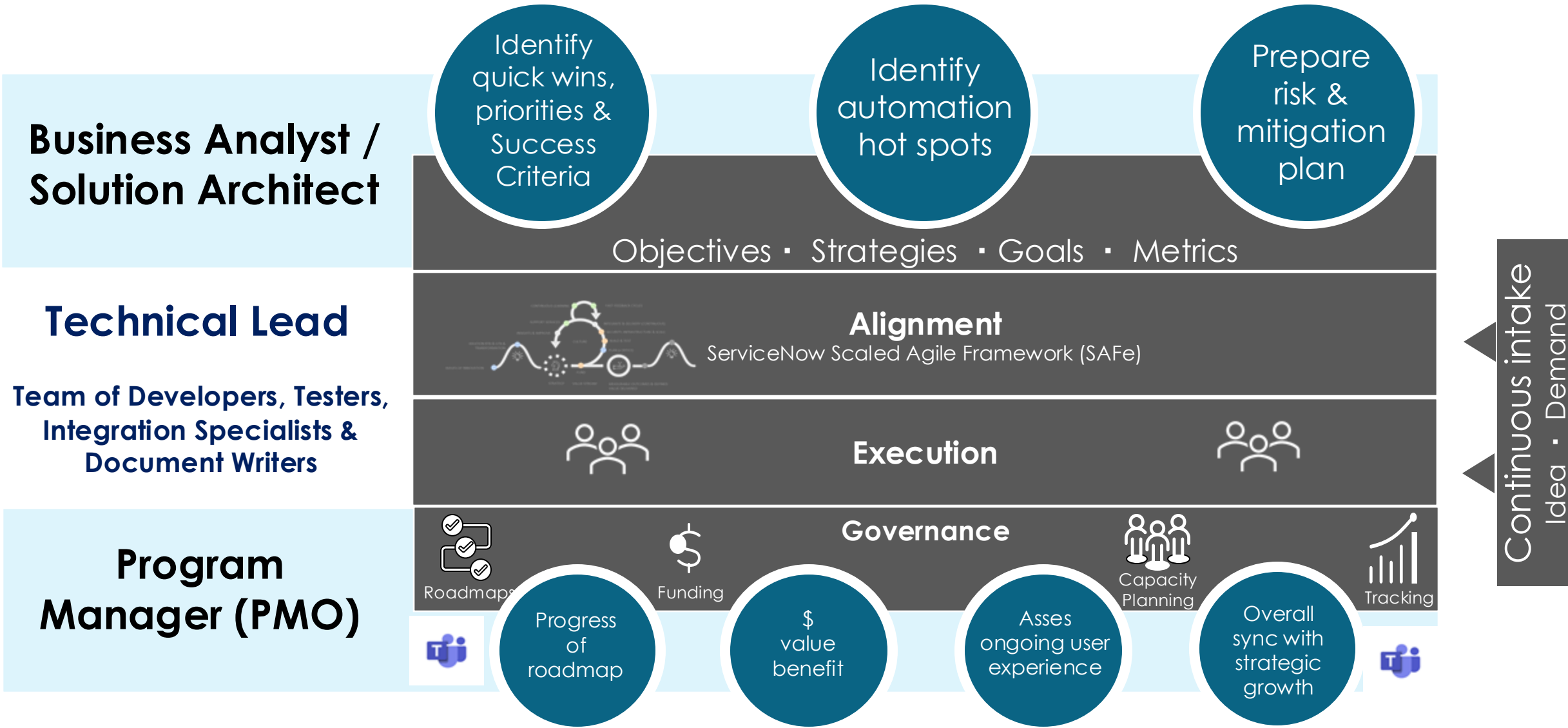We will go to the end of the world to help our clients.

serviceberry®

An Accion Labs Co.

Glimpse of our
Clientele

Our proven Program Framework

Business Analyst / Solution Architect

Identify quick wins, priorities & Success Criteria

Identify automation hot spots

Prepare risk & mitigation plan

Objectives · Strategies · Goals · Metrics

Technical Lead

Alignment
ServiceNow Scaled Agile Framework (SAFe)

Team of Developers, Testers, Integration Specialists & Document Writers

Execution

Governance

Roadmaps

Funding

Capacity Planning

Tracking

Program Manager (PMO)

Progress of roadmap

$ value benefit

Asses ongoing user experience

Overall sync with strategic growth

Continuous intake
Idea · Demand
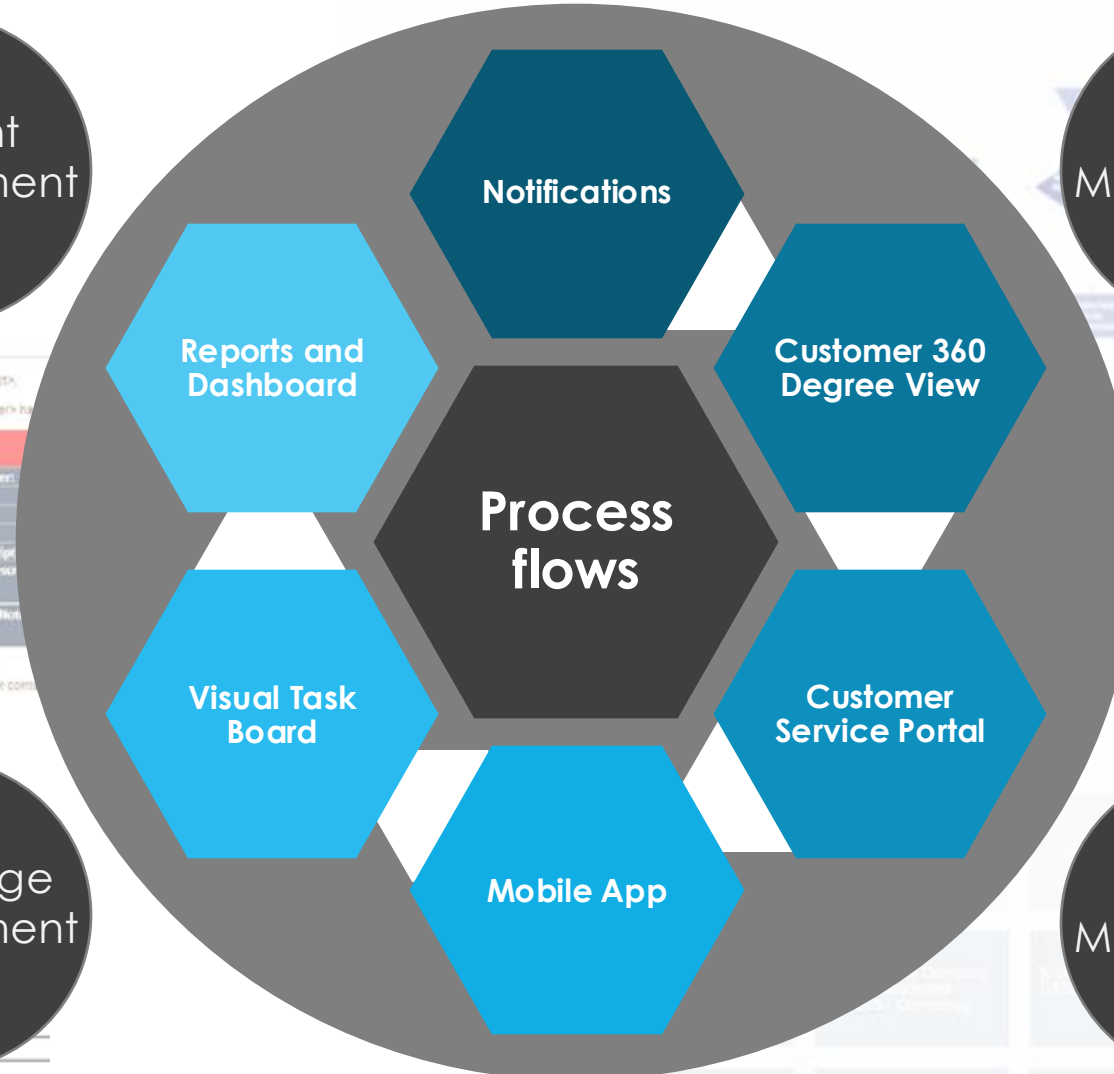
Serviceberry
COE

- Serviceberry's engagement model is to collaborate with and extend clients' core business teams including IT, HR, Customer, Finance etc.

- Serviceberry's Center of Excellence reinforce Speed to Market with solution blueprints, technology selection guidelines, reusable components and platforms
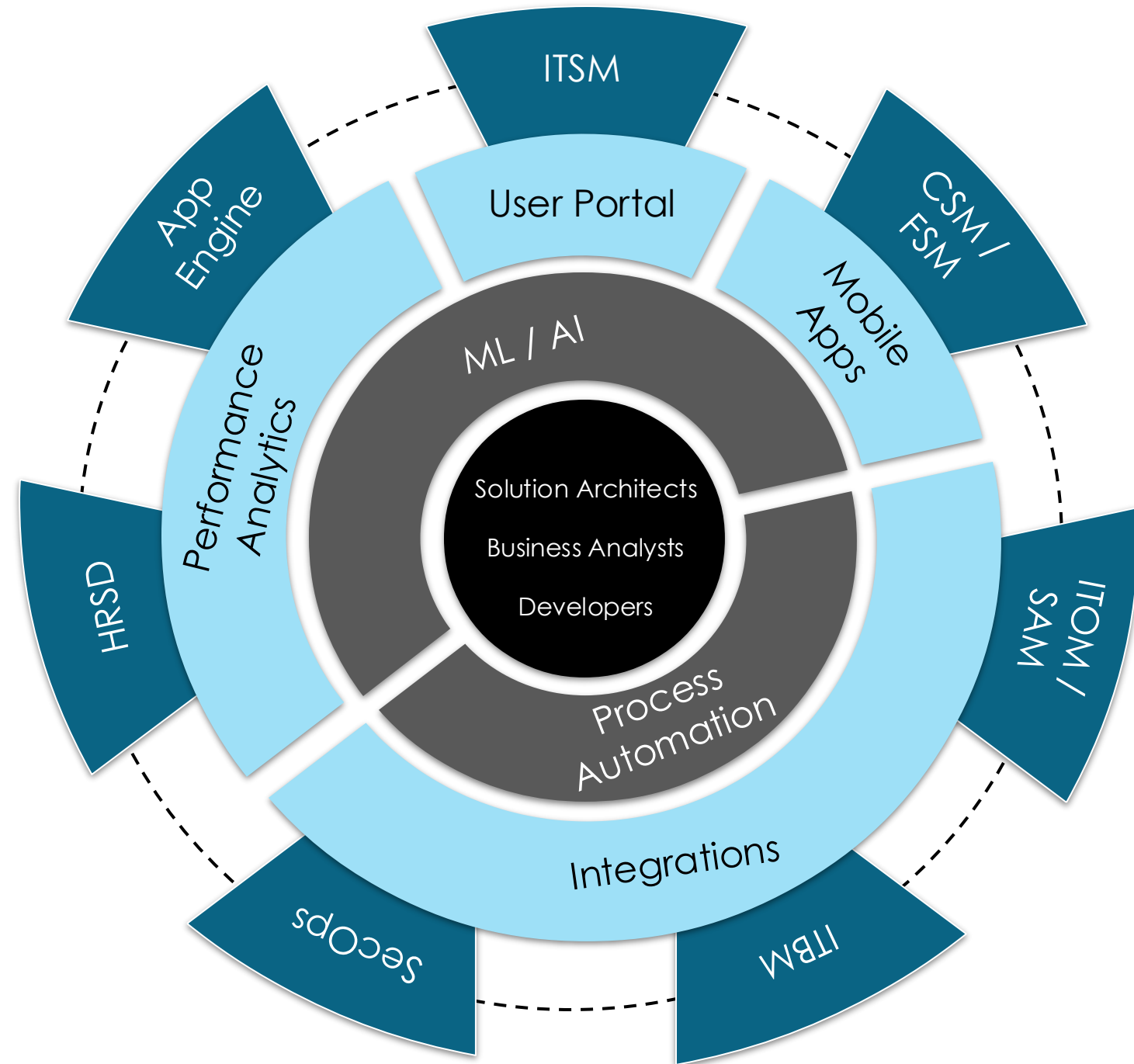
Our Technology Stack Coverage

- Serviceberry's vast technology experience compliments ServiceNow projects
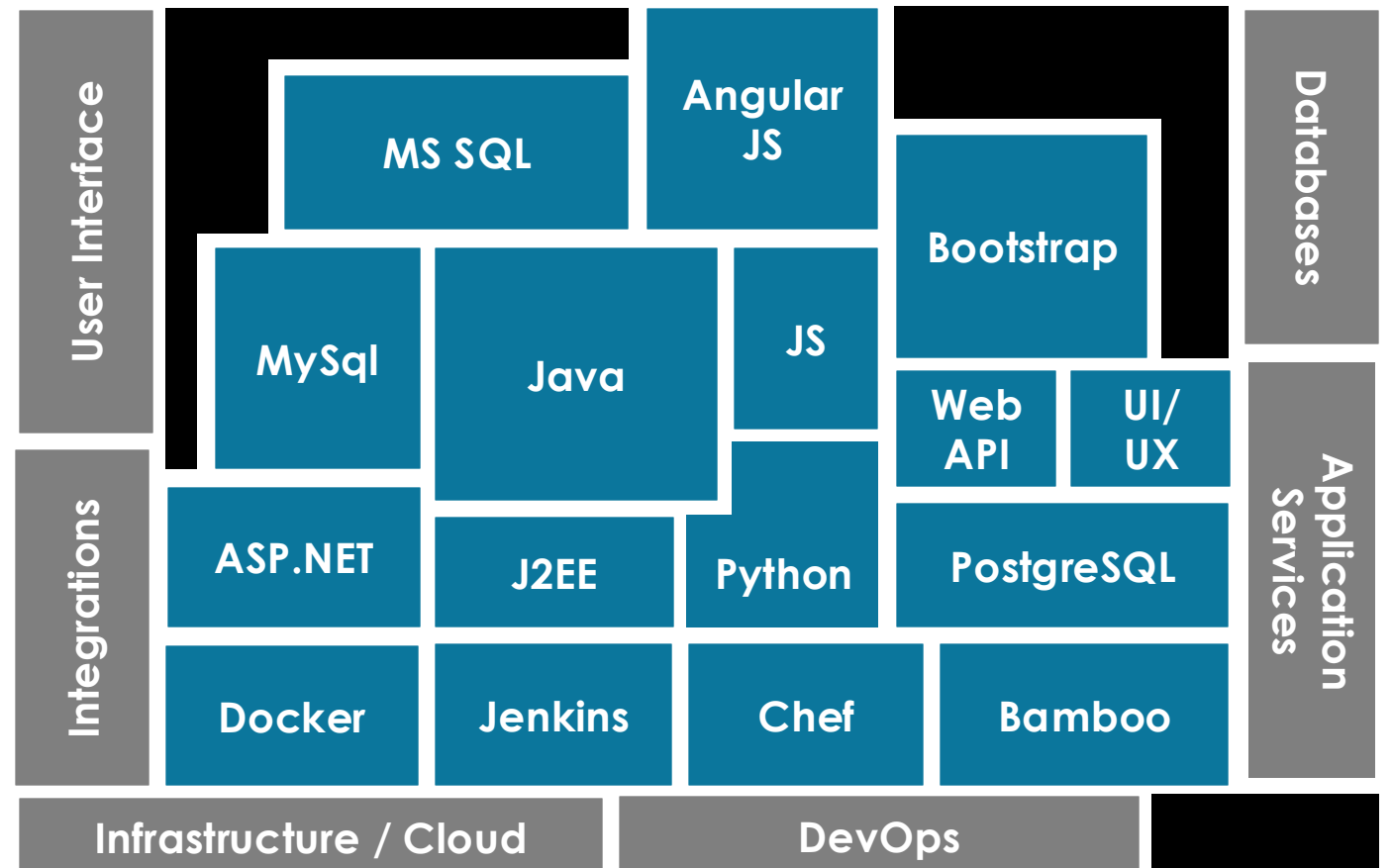
Serviceberry Technologies

ServiceNow Practice
2020-21

servicenow.
Partner

Elite

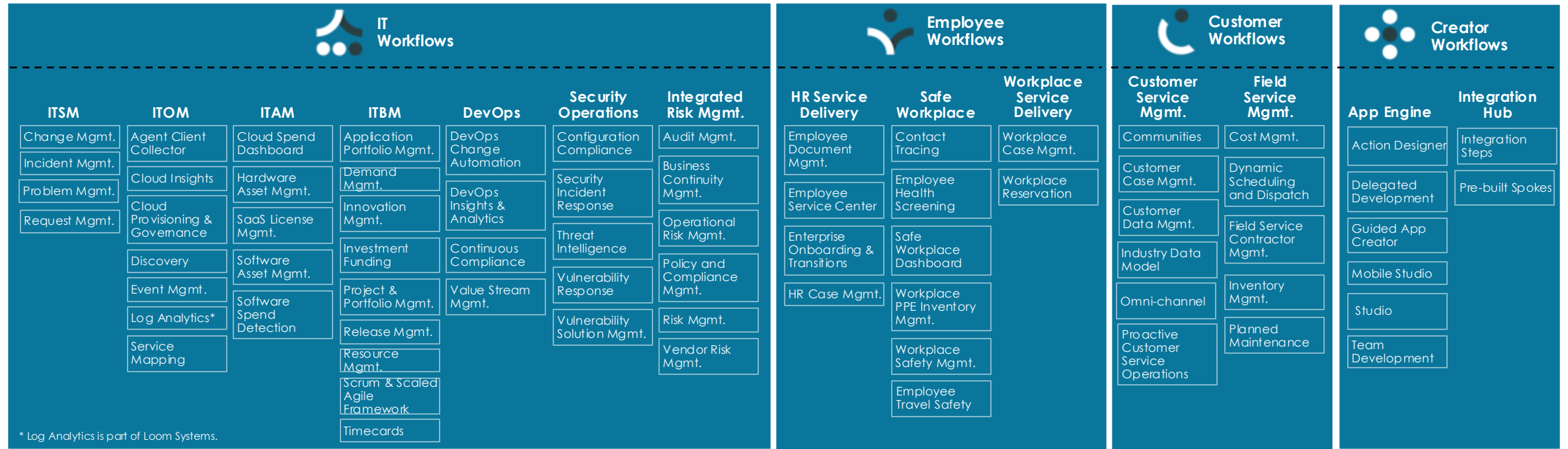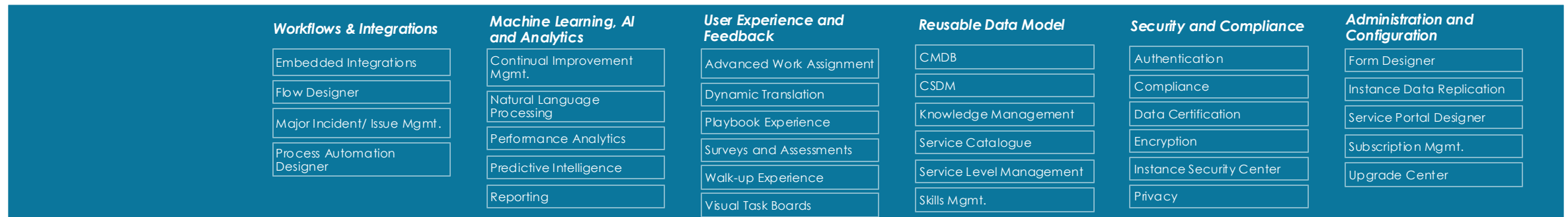# We have expanded our
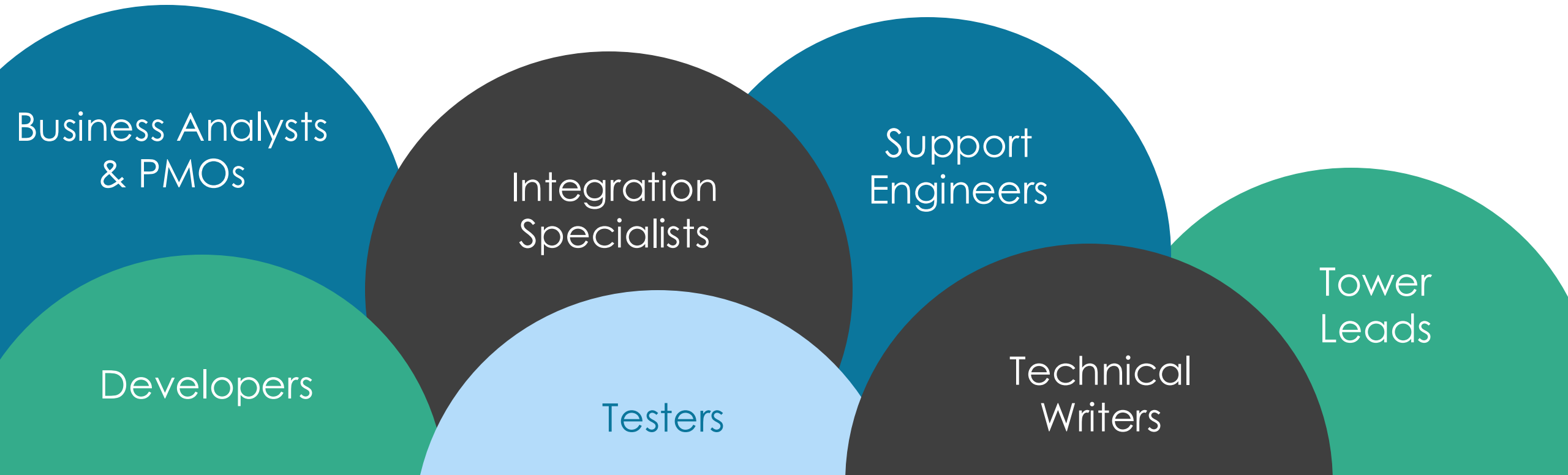# ServiceNow Platform Expertise

IT Workflows

ITSM	ITOM	ITAM	ITBM	DevOps	Security Operations	Integrated Risk Mgmt.
Change Mgmt.	Agent Client Collector	Cloud Spend Dashboard	Application Portfolio Mgmt.	DevOps Change Automation	Configuration Compliance	Audit Mgmt.
Incident Mgmt.	Cloud Insights	Hardware Asset Mgmt.	Demand Mgmt.	DevOps Insights & Analytics	Security Incident Response	Business Continuity Mgmt.
Problem Mgmt.	Cloud Provisioning & Governance	SaaS License Mgmt.	Innovation Mgmt.	Continuous Compliance	Threat Intelligence	Operational Risk Mgmt.
Request Mgmt.	Discovery	Software Asset Mgmt.	Investment Funding	Value Stream Mgmt.	Vulnerability Response	Policy and Compliance Mgmt.
	Event Mgmt.	Software Spend Detection	Project & Portfolio Mgmt.		Vulnerability Solution Mgmt.	Risk Mgmt.
	Log Analytics*		Release Mgmt.			Vendor Risk Mgmt.
	Service Mapping		Resource Mgmt.			
			Scrum & Scaled Agile Framework			
			Timecards			

* Log Analytics is part of Loom Systems.

Employee Workflows

HR Service Delivery	Safe Workplace	Workplace Service Delivery
Employee Document Mgmt.	Contact Tracing	Workplace Case Mgmt.
Employee Service Center	Employee Health Screening	Workplace Reservation
Enterprise Onboarding & Transitions	Safe Workplace Dashboard	
HR Case Mgmt.	Workplace PPE Inventory Mgmt.	
	Workplace Safety Mgmt.	
	Employee Travel Safety	

Customer Workflows

Customer Service Mgmt.	Field Service Mgmt.
Communities	Cost Mgmt.
Customer Case Mgmt.	Dynamic Scheduling and Dispatch
Customer Data Mgmt.	Field Service Contractor Mgmt.
Industry Data Model	Inventory Mgmt.
Omni-channel	Planned Maintenance
Proactive Customer Service Operations	

Creator Workflows

App Engine	Integration Hub
Action Designer	Integration Steps
Delegated Development	Pre-built Spokes
Guided App Creator	
Mobile Studio	
Studio	
Team Development	

Industry Solutions: Financial Services Operations, Telecom Network Performance Mgmt., Telecom Service Mgmt.

Workflows & Integrations	Machine Learning, AI and Analytics	User Experience and Feedback	Reusable Data Model	Security and Compliance	Administration and Configuration
Embedded Integrations	Continual Improvement Mgmt.	Advanced Work Assignment	CMDB	Authentication	Form Designer
Flow Designer	Natural Language Processing	Dynamic Translation	CSDM	Compliance	Instance Data Replication
Major Incident/ Issue Mgmt.	Performance Analytics	Playbook Experience	Knowledge Management	Data Certification	Service Portal Designer
Process Automation Designer	Predictive Intelligence	Surveys and Assessments	Service Catalogue	Encryption	Subscription Mgmt.
	Reporting	Walk-up Experience	Service Level Management	Instance Security Center	Upgrade Center
		Visual Task Boards	Skills Mgmt.	Privacy	

Our ServiceNow
Squad has grown

Business Analysts & PMOs

Integration Specialists

Support Engineers

Tower Leads

Developers

Testers

Technical Writers

We created more ServiceNow Tower Leaders in 2020 – 6 TLs

ITSM, CSM, FSM

IRM

HRSD

App Engine

ITOM (incl. CMP)

ITBM

Our ServiceNow Delivery
Team Structure

Chief Delivery Officer

ServiceNow Practice Leader

Business Analysts

Process Consultants

Project Management Office

Tower Leads / SMEs

Development Team

ITSM, CSM, FSM

IRM

HRSD

Developers (incl.) Integration Specialists

Tech Leads

Testing and QA Team

App Engine

ITOM incl CMP

ITBM

Implementation Specialists

Operations & Maintenance Team

Team of Technical Writers

Newly added integration experience

Serviceberry's ServiceNow
Case Studies

Envision | Create | Validate | Champion

Case Study
- Telecommunication, India & UK

- direct Integration with telecom specific third-party applications

- deployed to 8,000 employees over 3 months

- decommissioned multiple legacy systems

- enabled real-time reporting from manual, periodic Excel reports

- unify multiple customer and field service management platforms on a single platform

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ITSM	CSM	FSM

35%
reduction in fulfillment time

26%
rise in ticket resolution per day; improved routing & tracking

10+
integrations with multi-flavored applications

100%
Compliance of OH&S checklists for field services

Case Study

- A world-leading provider of premier solutions to telecom industry, US

- 6,500+ end userbase across Americas

- 2000+ vendors (also termed as contractors)

- 500 field engineers

- integration between CSM, FSM and ITBM

- implemented ppm, demand management, resource management and timecard

- configured dynamic scheduling. mobile agent, cost management

servicenow

CSM	ITBM	FSM

100%	100%	70%	80%
unified view of work	mobility – work on the go	increase in productivity	automation of field service

Case Study
- Micro Processor Co., US

- need for one source of information and services spanning across business functions like HR, IT, Finance, Facility and Security

- to make employees and contractors productive from day#1

- to create a warm welcome on day#1 of joining the co.

- integrate with SAP Success Factors, DocuSign, Archibus

- unified portal for hiring managers

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| ITSM | HRSD |

100%
automation of onboarding & offboarding

40%
reduction in case load

45%
less time in administrative tasks

Case Study
- A $35billion diversified Financial Services Group

- hiring portal

- integration with DocuSign

- document management

- employee lifecycle management

- leave management

- promotion management

- appraisal management

- payroll management

- transfer management

- crossing functioning of other business units like hr, facilities, IT, finance

servicenow

| ITSM | HRSD |

70%
automation of employee lifecycle management

100%
online hiring requests by hiring manager

80%
automation of document management

Case Study
- Data Center Provider, India & Global

- shift from legacy homegrown ITSM application to ServiceNow

- decommissioned multiple legacy systems

- automated discovery of IT assets

- personalized service portal for customers

- enabled real-time reporting from manual, periodic excel reports

- integration with Solarwinds, MRTG, Oracle CRM, PeopleSoft, Barcoding Software, MicroFocus

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| ITSM | CSM | ITOM |

35%
reduction in MTTR

25K
assets discovered

15+
integrations

Case Study
- Financial Services Group, Japan and Hong Kong

- need to automate ITSM processes

- need to build a single system of records

- siloed, lack of visibility of vulnerabilities and their remediation

- no visibility on reporting of vulnerabilities and closure timing

- infrequent vulnerability scans leading to increased severity of vulnerabilities

- integration with BigFix and Qualys

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| ITSM | SecOps |

4X
faster alert processing

40%
reduction in time to remediate vulnerabilities

60%
improvisation in risk posture through increased scan frequencies

100%
automated reporting

Case Study
- Stock Exchange, India

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- direct integration of ArcSight SIEM with SN Platform.

- event correlation to help identify the critical alert faster incident management.

- performance analytics & vulnerability response dashboard for near real time dashboards / reports

ITSM

ITOM

SecOps

45%
reduction on eyeball monitoring by SOC SME

100%
reduction on manually creation of Incident & Assignment

50%
more availability of SOC SME for security Audit & Compliance

540
man-hours saved per year due to sick leaves & leaves & other tasks

70%
faster RCA of events

Case Study
- Agro Biochemical Co., US, Mexico, India

- developed 100 conventional and legacy applications on ServiceNow App Engine

- massive transactions involving repetitive process steps in service delivery

- asset intensive operations involving various software systems

- considerable portion of field labor in the workforce in different planning and execution locations

- poor data standards due to siloed operations

- handling exceptions

- loosely managed order fulfillment

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CSM **App Engine**

100
applications developed

40%
Reduction in labor-intensive error

60%
automation of controlled documentation

45%
reduction in staffing cost

Case Study
- Petrochemical Group, Saudi

- lack of visibility across complex and diverse apps, infrastructure resources, and software assets causing legal, security, and financial risks

- time and resources drained by manual tasks and scattered data, slowing innovation and digital transformation

- budgeting and planning for software and cloud resources is challenging

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ITSM **SAM**

15%
reduction in software spend

45%
saved in license true-up

60%
reduction in audit effort

90%
visibility in tracking software

serviceberry®

An Accion Labs Co.

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