

ESM **and** Business Processes

What is ServiceNow?

AGENTIL offers the pioneering Service Management Solution in the Cloud: ServiceNow.

Combining ITIL v3 with Web 2.0 technology, ServiceNow offers THE SAAS solution (Software As A Service) of the future, to respond to your ESM and business challenges.

Easy to use and attractive, comprehensive and fully integrated, designed for the most demanding companies, ServiceNow presents its IT management and business processes as you have never seen them before.



A platform to manage your business

ServiceNow is not only a platform for managing your ITIL processes, it is above all a fantastic toolkit designed to quickly develop your own processes and applications. Improve workflow efficiency across all departments of your company: Customer Service, Facilities, Field Service, Finance, HR, IT, Legal, Marketing and Security. ServiceNow automates your daily support tasks and helps you to track, measure, and process any unit of work.

Monitor SAP inside ServiceNow

As a **SAP Gold Partner** and **ServiceNow Certified Partner**, AGENTIL has developed best practices for managing your SAP environments in ServiceNow, as well as an embedded SAP Monitoring solution to retrieve inside alerts and system thresholds.

Looking to develop new features on ServiceNow ?

AGENTIL offers packaged applications called SNOWAPPS that can meet your needs. Our consultants can also assist you in your development of internal applications. Furthermore, we now offer audits of your existing instances, as well as archiving implementations and improvement of existing features. Finally, we developed in-house expertise on integrating **ServiceNow** with third party tools, such as Interoute, Nextthink, etc.

ServiceNow for small and medium customers

As the **ServiceNow platform** is only available for a minimum of 35 ITIL licenses, Agentil is offering its own MSP platform to host customers who need less usage. The solution is called ASMP, Agentil Service Management Platform. This allows small and medium size companies to take advantage of the ServiceNow solution, starting at 5 ITIL licenses, in a dedicated environment and fully hosted in Switzerland.