

servicenow ITSM SERVICES

ITSM Services

IT Service Management is ultimately about aligning the delivery of services with the defined needs of the business as efficiently and effectively as possible.

Covestic works with organizations to leverage Service Management and ITIL guidance as a means to an end, solving real business challenges and achieving tangible results.

Why Covestic?

- Practical, actionable and measurable results
- Industry experts with hands-on experience
- Pragmatic application of industry best practice
- A balanced approach to process and technology optimization

Our Approach

Too often, organizations rush into operational process design, thereby missing the true value proposition of IT Service Management. Defining services that can be sourced or distributed to the cloud and eliminating unutilized capacity are just a few examples of how a results-oriented approach can achieve measurable outcomes.

Re-defining the IT department as a business partner in the boardroom by optimizing the delivery of business processes is well within reach of every organization. Covestic offers a comprehensive suite of IT Service Management services and solutions to achieve this transformation.

Our Practice

Covestic is a ServiceNow Authorized Partner. We apply over a decade's service management know-how to readying your people, processes and tools for a successful implementation that is not just accepted by its users, but embraced. We don't approach projects expecting fully-defined requirements – we partner with you to architect and engineer solutions that work today and scale for tomorrow.



Strategy & Planning	<ul style="list-style-type: none">• ITSM Assessment, Strategy & Roadmap• ITSM Program Audit• ITSM Tool Assessment, Business Case & TCO
UpStream & Readiness Services	<ul style="list-style-type: none">• Process & Operational Baseline Assessment• Rapid Requirements & Process Definition• Tool Selection• Service Management Implementation Planning, Organizational Readiness & Training• Implementation Roadmap & Plan
Service Management Implementation	<ul style="list-style-type: none">• Program/Project Delivery• Process Design, Process Guides & Operational Practices
ServiceNow Implementation	<ul style="list-style-type: none">• ServiceNow UpStream• CORE Implementation• IT Governance, Risk & Compliance• Integration Toolkit• CMS Now – User/Employee Portal• Dashboard Reporting• Virtual Admin/Virtual Technical Consultant

Let's Begin

We're passionate about working with our customers to transform IT. Our goal is to help you achieve a measurable return on your Service Management investment.

Contact us at (425) 803-9889 or info@covestic.com for a Service Management discussion.