

servicenow CORE IMPLEMENTATION

CORE Services

A different kind of ITSM solution warrants a different kind of implementation. Traditional ITSM implementation approaches can rush into process application development and workflows trying to address the “what” (services, systems, applications, etc.) while the organization/taxonomy of these items are left as an afterthought.

Covestic’s Configuration **OR**iented Environment approach leverages the configuration management database (CMDB) to provide a simple but powerful data model that enables traditional categorization while seeding a phased, scalable configuration management capability.

Covestic’s native **CMDB Navigator** merges the intuitive navigability of legacy, hierarchical categorization approaches with the power and scalability of the contemporary CMDB. With the CMDB as the single source of truth, you can avoid redundant and complex categorization throughout your system.

Once the fundamental data model has been established, applications such as Incident, Change, Problem and Service Catalog are rapidly aligned to your requirements.

Requirements not yet defined? Ask about our **UP**Stream service.

Covestic & ServiceNow

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.



OUR SOLUTIONS

CLOUD COMPUTING
OPERATIONS TRANSFORMATION
IT SERVICE MANAGEMENT
PROJECT DELIVERY



About ServiceNow

ServiceNow is a different kind of ITSM solution. The traditional ITSM solutions can take years and legions of consultant to deploy and require heavy development cycles to meet requirements. The “me too” Software as a Service (SaaS) solutions do not provide the complete package when it comes to functionality, security, flexibility, scalability and value.

ServiceNow is the complete package at a fraction of the total cost of ownership of the traditional solutions.

Let’s Begin

We’re passionate about working with our customers to achieve much more than a tool implementation.

Contact us at (425) 803-9889 or info@covestic.com for a CORE discussion and demonstration.