

servicenow UPSTREAM

UPStream Services

Too many engagements “start” with an assumption that requirements are well-defined and adapted to the capabilities of ServiceNow. This assumption can jeopardize an implementation before it even begins.

UPStream is a Covestic service offering that helps your organization unlock the power of ServiceNow while minimizing development cycles. We work with your organization to handle all the work that need to happen, “upstream” of a ServiceNow implementation.

We guide you through each step in the lifecycle: Process Baseline, Process Design, Configuration Management Database (CMDB) Architecture, Requirements, and Implementation Plan & Roadmap.

These essentials all flow seamlessly into the ServiceNow StartNow implementation methodology or into your implementation methodology of choice.

If you haven't fully committed to ServiceNow yet, UPStream is a great way to validate that it is the right solution for you and to determine the true implementation effort and cost.

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. Given that ServiceNow is a Platform as a Service (PaaS), the options for tailored, integrated applications are virtually limitless.

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



Let's Begin

We're passionate about working with our customers to achieve much more than a tool implementation. Our goal is to help you achieve measurable outcomes and to maximize your return on your ServiceNow investment.

Contact us at (425) 803-9889 or info@covestic.com.