

servicenow UPGRADE SERVICES

Upgrade Services

ServiceNow pushes new releases to your instance multiple times each year. If you do not keep pace with these, you miss out on new functionality and risk losing support of your instance until you complete your upgrade. The more you customize and configure your instance, the higher the probability that issues will result from a vendor upgrade. It is critical that you identify and remediate any potential issues prior to impacting your production instance.

Our Upgrade Services provide peace of mind by providing a structured and proven approach for minimizing effort and impact while unlocking the benefits of new features. The service can include:

- Walk-through and demonstration of new release features including features that may benefit your organization
- Inventory and analysis of instance customizations and complex configurations
- Apply standardized test suites to core applications
- Apply standardized test suites to customizations and complex configurations
- Identify and remediate defects
- Oversee remediation and testing where desired
- Configure and tailor any new functionality, as required

This approach reduces your risk of encountering production defects while allowing you to focus on maximizing your return on new features and enhancements.



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 to plan your upgrade.