Customer Service Management

Traditional CRM solutions tend to handle cases as over-simplified, generic fulfillment transactions, focusing on reducing ticket cycle times versus preventing many of those cases from happening in the first place. The ITIL framework has long recognized that by segmenting such transactions into specialized components such as incidents, service requests, problems and changes, we optimize the customer experience through world-class support techniques while improving the products and services themselves.

Key Benefits

- **Reduce Incident and Defect Case Volumes:** Diagnose and permanently resolve incidents and defects
- **Self-Service Optimization:** A rich, customer-facing portal provides customers multiple means to quickly find answers to questions (Knowledge Management) and request/receive service through automated means (Service Catalog)
- **Continuous Improvement:** Reports, real-time dashboards and analytics are at your fingertips, providing limitless ways to transform complex data elements into actionable solutions
- **360 Customer View:** ServiceNow can be easily integrated with legacy sales, marketing and financial systems to provide a comprehensive view of the customer

Covestic & ServiceNow

Covestic is a ServiceNow Authorized Solutions 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.

servicenow®
AUTHORIZED SOLUTIONS PARTNER

OUR SOLUTIONS

CLOUD COMPUTING
OPERATIONS TRANSFORMATION
IT SERVICE MANAGEMENT
PROJECT DELIVERY

About ServiceNow

ServiceNow is a different kind of service management solution. The traditional service management 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 **servicenow@covestic.com** for a Customer Service Management discussion and demonstration.