



V-Soft's ServiceNow Partnership

Helping End Users Leverage the Now Platform

Meeting Budgets & Deadlines

V-Soft's diverse technology stack expertise drives successful ServiceNow migrations and implementations, delivering the results ServiceNow customers expect, on time and on budget.

V-Soft Experience

- IT Service Management (ITSM)
- IT Operations Management (ITOM)
- Strategic Portfolio Management (SPM)
- Implementation Rescue
- Custom Applications/Portals
- Third-Party Integrations
- AIOps
- Human Resources Module
- Customer Service Management
- Project Portfolio Management

V-Soft Value Adds

- Certified Consultants
- ServiceNow Training
- AI & Advanced Tech
- Diverse Tech Stack
- ROI Assessments
- Custom Retainer Teams

Talent Composition

- Certified & Experienced Developers
- Implementation Specialist
- Technical PM Executes reporting, expectation management & process adherence
- Process Consultant Captures ITIL requirements
- Quality Assurance Tester Confirms outcomes
- Engagement Manager Oversees risk mitigation, project delivery & communications

Case Studies



Company

Publicly-Traded Software Company



Challenge

Struggled with 7 separate tools on difficult-to-use legacy platforms to perform a variety of tasks.



Solution

Integrated all tools together on one ServiceNow® platform with native mobile application access.



Result

Streamlined process with 50% reduction in expenses and 70% increase in efficiency.



Company

Top-Ranked Midwestern University



Challenge

Lost faith in the ServiceNow® platform because project deliverables and timelines were not being met.



Solution

Designed a customized, centralized service portal with automated workflows and notifications.



Result

70% increase in user satisfaction and 54% improvement in request processing performance.

