V-Soft's ServiceNow Retainer Teams
Our Workforce for Your Results

The V-Soft Model

V-Soft's ServiceNow Retainer Teams are dedicated to working on your projects as an extension of your staff. Quality is ensured through world-class talent, agile project management and coding best practices, including test-driven design and proven software design patterns.

Proven ServiceNow Expertise

- Implementation Rescue
- Custom Applications
- Third-Party Integrations
- VERA Chatbot
- AIOps
- IT Service Management (ITSM)
- IT Operations Management (ITOM)
- IT Business Management (ITBM)
- ROI Assessments
- ServiceNow Training
- Human Resources (HR)
- Customer Service Management (CSM)

V-Soft Value Adds

Easily Scale Up/Down

Trained & Certified

Proven methodology

Ease of Engagement

Extensive QA

Design Accelerators

Immediate ROI

Team 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

Hybrid teams are a blend of onshore and offshore members, starting as low as $5,000 a month.

	In-House	Onshore	Hybrid
Complete Team	✓	✓	✓
Turnover Risk	High	Low	Low
Scalability	Slow	Fast	Fast
Tech Stack Flex	0%	100%	100%
Cost	100%	60%	40%