

An Experienced ServiceNow Partner Trusted to Deliver



servicenow

FIELD PLAYBOOK

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ABOUT

V-Soft is a true technology partner

V-Soft Consulting is a US-based corporation providing information technology consulting from multiple locations across North America. Trusted to serve businesses since 1997, V-Soft brings compelling value through innovative solutions, hybrid sourcing and industry-leading agile practices. V-Soft offers innovative solutions to best use ServiceNow as a platform.



V-SOFT DIGITAL



APPLICATION
DEVELOPMENT



PROFESSIONAL
SERVICES

Recognized for our ServiceNow expertise

servicenow



Minority
Innovative Technology
Firm of the Year



V-SOFT'S SERVICENOW PARTNERSHIP



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

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

SERVICENOW CHALLENGES & SOLUTIONS

| Common Challenge | Impact | Solution |
|------------------------------------|---|--|
| Failed implementation | Raises costs and causes platform abandonment | Implementation rescue gets you back on track to maximize investment |
| Limited custom add-ons | Inability to expand ServiceNow capabilities, resulting in lower utilization and ROI | Tailored third-party integrations and custom apps ensure specific goals and challenges are met |
| Lacking mobile adoption strategy | Inability to adopt mobile usability | Enterprise mobility experienced teams translate business needs into effective expansions of the platform |
| Not leveraging advanced technology | Missed opportunities for automation and deep insights | Enhancing your platform with AI future proofs your business |

PROJECT RESCUES, CUSTOMIZATIONS, IMPLEMENTATIONS



PROJECT RESCUES

You made the right move by purchasing a ServiceNow instance, but halfway through implementation process you need assistance. Our team of ServiceNow experts can keep your implementation on track, on time, and on budget.

CUSTOMIZATIONS

We leverage ServiceNow™ standards and best practices to build out quality solutions that address a variety of customer challenges and meet business goals.

- Artificial Intelligence
- Virtual Assistant
- Chatbot
- CMS Platform
- Business App Development
- Dashboard Customization
- HR Portal
- Enterprise Mobile Integration

IMPLEMENTATIONS

V-Soft's team begins with a consultation to better understand your business and determine the right ServiceNow licensing for your needs. V-Soft's certified consultants and hybrid sourcing maximize budgets and cut implementation times by as much as 50%. A transparent and agile methodology leaves no surprises.

SERVICENOW MODULE SPECIALTIES



MANDATORY MODULES

- **IT Service Management (ITSM)**
 - Incident Management
 - Problem Management
 - Change & Release Management
 - Request Management
 - Knowledge Management
 - Configuration management
 - Asset and Cost Management
 - Service Catalog
 - Service Level Management
 - Contract Management
 - Continual Improvement Management
 - ITSM Virtual Agent
 - Surveys and Assessments

- **Now Platform**

SECONDARY MODULES

- **IT Business Management (ITBM)**
 - Demand Management
 - Resource Management
 - Innovation Management
 - Project & Portfolio Management (PPM)
 - Application Portfolio Management
- **IT Operations Management (ITOM)**
 - Discovery
 - Service Mapping
 - Event Management
 - Cloud management
- **Customer Service Management (CSM)**
 - Case & Major Issue Management
 - Agent Workspace
 - Visual Workflow & Automation
 - Virtual Agent

ADDITIONAL MODULES

- **Governance, Risk & Compliance (GRC)**
 - Policy & Compliance Management
 - Risk Management
 - Audit Management
- **Employee Experience/HR Service Delivery (HRSD)**
 - Case & Knowledge Management
 - Onboarding & Offboarding
 - Employee Document Management
- **SECOPS**

SERVICENOW STORE APPS



VERA CHATBOT

Increasing efficiency, and empowering employees to focus on more productive tasks is what the VERA AI-powered chatbot is doing for companies across North America. VERA is the next level of enterprise communication designed as a conversation agent that uses AI to analyze multi-dimensional data from several sources.

VERA's Extensive Features:

- Advanced natural language processing (NLP)
- Configured to access corporate data in real time
- Completes basic inquiries 24/7 without human intervention
- Ability to escalate to appropriate department
- HR, Sales, Customer Service, Finance and IT are common uses

EXPENSE TRACKER

Expense Tracker allows employees to capture expenses in real time, automating the whole process for quick turnaround. Employees can:

- Take pictures of receipts
- Review expense reports
- Submit for approval
- Get e-signed by their manager

Scope of Features:

- Implement centralized email box for incoming inquiries and communications
- Support employees globally
- Leverage existing AP incident forms
- Leverage existing functionality for transferring tickets between IT and AP
- Dashboards and reporting
- Knowledge base capabilities
- No service portal requirement

PWA NOTIFICATION

PWA Notification sends notifications to users from the ServiceNow instance to their desktop or mobile phones.

Benefits:

- Send instant notifications
- Easy access to tickets/records
- Full control of notification content
- One-step process to view notifications



V-Soft Labs is the innovation arm of V-Soft Consulting, providing advanced tech solutions to the enterprise. We work with businesses to identify the best route to meet digital transformation goals.

ELEVATOR PITCH

V-Soft Labs has a dedicated team of experts to work on projects. With ongoing training, our experts are leaders in their industry and ready to add their skills to meet your objectives.

HOW WE HELP

- Pre-sales engineers help you qualify, secure and execute new opportunities
- Provide advanced tech solutions
- Identify best route to meet your digital transformation goals
- Allow you to leverage our team of experts

AREAS OF EXPERTISE

- ServiceNow
- Application/Mobile Development
- VERA Virtual Assistant & Chatbots
- Artificial Intelligence & Internet of Things
- Robotic Process Automation (RPA)
- Cloud Computing

“We are a quality company and expect the same from vendors. V-Soft matches that need. If they say they’re going to do something, they do it.”

- VP Enterprise Systems & Software Development

V-SOFT DIGITAL' APP DEVELOPMENT

TRANSFORMING BUSINESS

A comprehensive app development approach improves efficiency and effectiveness in business operations, HR, employee engagement and sales. Rapidly deploy advanced technology, allowing your company to lead your industry.

PROVEN EXPERTISE

With hundreds of completed projects, the V-Soft app development team is trusted to deliver digital transformation for your business. Your project is on time and on budget thanks to our highly-skilled team dedicated to your goals.

V-SOFT EXPERIENCE

- Microsoft and Open Source
- Java, PHP, Ruby on Rails, Python
- SharePoint, Power Apps, Azure, AWS Migrations
- DevOps, CI/CD, Workflow Automation
- Integration with ServiceNow, Salesforce, Oracle and more

V-SOFT VALUE ADDS

- Hybrid team model for all budgets
- Proven project execution template
- Full transparency
- Real-time communication
- Built-in scalability
- Enhanced security
- Industry best practices

APP DEV CHALLENGES & SOLUTIONS

| Common Challenge | Impact | Solution |
|-----------------------------------|--|--|
| Lacking digital adoption strategy | Places your business behind the competition in a digital world | Experienced teams translate business needs into effective extensions of your platform |
| Limited customization | Rarely addresses needs, resulting in low adoption and negative user experience | Enterprise-level integration expertise ensures all facets of your business are incorporated into a complete experience |
| Inexperienced development team | Overruns costs and misses deadlines | Mature app development practice leveraging a history of proven execution meets budgets and timelines |
| Specialized vendors | Charges higher than expected costs for launch and maintenance | Onsite PM combined with near/offshore hybrid development teams keep costs down and provide affordable support beyond normal business hours |

V-SOFT DIGITAL' MOBILE APP DEV



TRANSFORMING BUSINESS

Mobile for business is doing more than you think. A mobile approach for your company improves efficiency and effectiveness in field operations, HR, employee engagement and sales.

PROVEN EXPERTISE

With hundreds of completed projects, the V-Soft mobile team is trusted to deliver the next generation of mobility for your business. Your project is on time and on budget thanks to our highly-skilled team dedicated to your goals.

V-SOFT EXPERIENCE

- iOS & Android, Xamarin, Flutter, HTML5, PhoneGap, Cordova
- AngularJS, Bootstrap, Ionic Framework
- TensorFlow, OpenCV, Progressive Web Apps, Augmented Reality
- Integration with ServiceNow, Salesforce, Oracle and more

V-SOFT VALUE ADDS

- Hybrid team model for all budgets
- Proven project execution template
- Full transparency
- Real-time communication
- Built-in scalability
- Enhanced security
- Industry best practices

MOBILE APP CHALLENGES & SOLUTIONS

| Common Challenge | Impact | Solution |
|----------------------------------|--|--|
| Lacking mobile adoption strategy | Places your business behind the competition in a mobile world | Experienced teams translate business needs into effective extensions of your platform |
| Limited customization | Rarely addresses needs, resulting in low adoption and negative user experience | Enterprise-level integration expertise ensures all facets of your business are incorporated into a complete experience |
| Inexperienced mobile team | Overruns costs and misses deadlines | Mature mobile practice leveraging a history of proven execution meets budgets and timelines |
| Specialized vendors | Charges higher than expected costs for launch and maintenance | Onsite PM combined with near/offshore hybrid development teams keep costs down and provide affordable support beyond normal business hours |

RETAINER TEAMS



V-Soft's experienced IT retainer teams take the burden off internal IT staff to clear project backlogs and keep projects on budget and on time, all while being significantly more affordable.

ELEVATOR PITCH

V-Soft's 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.

TEAM COMPOSITION

- **Certified & Experienced Developers**
- **Architect** Provides code review & unit testing
- **Technical PM** Executes reporting, expectation management & process adherence
- **Business Analyst** Gather requirements
- **Quality Assurance Tester** Confirms outcomes
- **Engagement Manager** Oversees risk mitigation, project delivery & communications

AREAS OF EXPERTISE

- ServiceNow
- MuleSoft
- App & Mobile Development
- QA Automation
- Cloud Migration
- Artificial Intelligence & IoT
- Robotic Process Automation

HOW WE HELP

- Pre-sales engineers help you qualify, secure and execute new opportunities
- Dedicated & Scalable
- Weekly Reporting
- Hybrid Cost Model
- Trained & Certified Experienced Resources

RETAINER TEAMS

| | 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% |

PROFESSIONAL SERVICES



V-Soft is more than a professional staffing firm. We operate as your IT talent partner, focusing on delivering top IT consultants that enable business advancement and technology innovation.

ELEVATOR PITCH

With V-Soft, it's more than finding resumes and filling empty chairs, it's also finding the right fit for your company. Since 1997, V-Soft has been trusted to deliver candidates that go beyond technical expertise requirements.

HOW WE HELP

- Pre-sales engineers help you qualify, secure and execute new opportunities
- Technically prescreened candidates that exceed requirements and match your company culture.
- Experienced IT recruiters that understand what hiring managers are seeking in a position, while being conscious of the needs of candidates
- V-Soft has an internal talent pool of over 275 salaried consultants that are ready to be deployed

AREAS OF EXPERTISE

- Application Development
- ServiceNow
- Infrastructure
- MuleSoft
- Contract & Contract-to-Hire
- Direct Placement
- Local to National Recruiting
- 24/7 Recruiting
- Recruitment Process Outsourcing (RPO)

Our IT professionals, on average, stay with the company over four years — *twice* the industry average.

PROFESSIONAL SERVICES CHALLENGES & SOLUTIONS

| Common Challenge | Impact | Solution |
|---------------------------------------|---|---|
| Unique, hard-to-fill positions | Incomplete projects and inflated budgets due to lack of resources | Technology-centric staffing companies understand the complexities of the industry |
| Recruiting limited to business hours | Lost opportunities for the top candidates | Sourcing talent around the clock with a 24/7 recruiting model |
| Candidates lacking cultural alignment | Creates conflict between candidate and team | Specialized spotlight calls uncover ideal matches |
| Lengthy candidate submittal process | Delayed timelines, leading to missed opportunities | Global pool of ready-to-deploy consultants |

TRUSTED PARTNERS

