# EVIDEN | servicenow.

At Eviden we understand that many organizations need a standardised enterprise service management instance to provide best-practice processes whilst enjoying a cost effective solution to their needs.

Eviden's Smart Business Platform offers just that. We provide a tailored, broadly out-of-the-box Enterprise Service Management platform to our Customers, ensuring our ability to execute on our service delivery commitments without the need for you to build your own solution

# What do you get?

With over 16 years ServiceNow partnership, 1,000+ certifications and best-in-class Customer Satisfaction ratings, Eviden are uniquely positioned to offer:

1. Omni Channel Support (mobile, portal, chat, email etc)

2. Integrated Self-Service (AI powered tools)

3. Predicative Intelligence (Machine Learning)

4. Service Bridge (Seamlessly connect ServiceNow instances)

5. Proactive Customer Engagement

6. Service Aware CMDB

If your organisation is looking for a standardised service (standardised process, standardised data model) then you are probably experiencing similar challenges to many others:

- **Low process maturity**
  processes around Enterprise Service Management are not yet mature, and there is a gap in skills and/or experience, and there is hesitancy to invest heavily in building this capability in current funding cycles.

- **Poor data management**
  Data architecture and processes may have resulted in a complex data landscape. Historic funding decisions may have meant a lack in skills development or not enough experience, and, again, heavy investment in building capabilities may seem daunting.

- **Rapid pace of change and emerging technologies**
  Rapid agile development capabilities of ServiceNow have resulted in significant capability advances that some organisations are struggling to understand, adopt and gain value from.

# The solution

The Eviden Smart Business Platform can address these challenges:

- Delivering an innovative Enterprise Service Management platform with best practice processes and governance which leverages the latest capabilities that ServiceNow offers to the market.

- No need to invest and build a dedicated in house capability in ServiceNow, Enterprise Service Management of Data architecture.

# It couldnt be more quick or simple!

By leveraging our in-house expertise and extensive knowledge, you could experience times to implementation completion of just 4-10 weeks, enabling you to realise the benefits quickly and risk-free.

Speak to one of our experts today and discover how Eviden's Smart Business Platform can help your organization benefit from the technology and the know-how that the Eviden and ServiceNow partnership has to offer.

### About Eviden[1]

Eviden is a next-gen technology leader in data-driven, trusted and sustainable digital transformation with a strong portfolio of patented technologies. With worldwide leading positions in advanced computing, security, AI, cloud and digital platforms, it provides deep expertise for all industries in more than 47 countries. Bringing together 47,000 world-class talents, Eviden expands the possibilities of data and technology across the digital continuum, now and for generations to come. Eviden is an Atos Group company with an annual revenue of c. € 5 billion

1   Eviden business is operated through the following brands: AppCentrica, ATHEA, Cloudamize, Cloudreach, Cryptovision, DataSentics, Edifixio, Energy4U, Engage ESM, Evidian, Forensik, IDEAL GRP, In Fidem, Ipsotek, Maven Wave, Profit4SF, SEC Consult, Visual BI, Worldgrid, X-Perion.
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