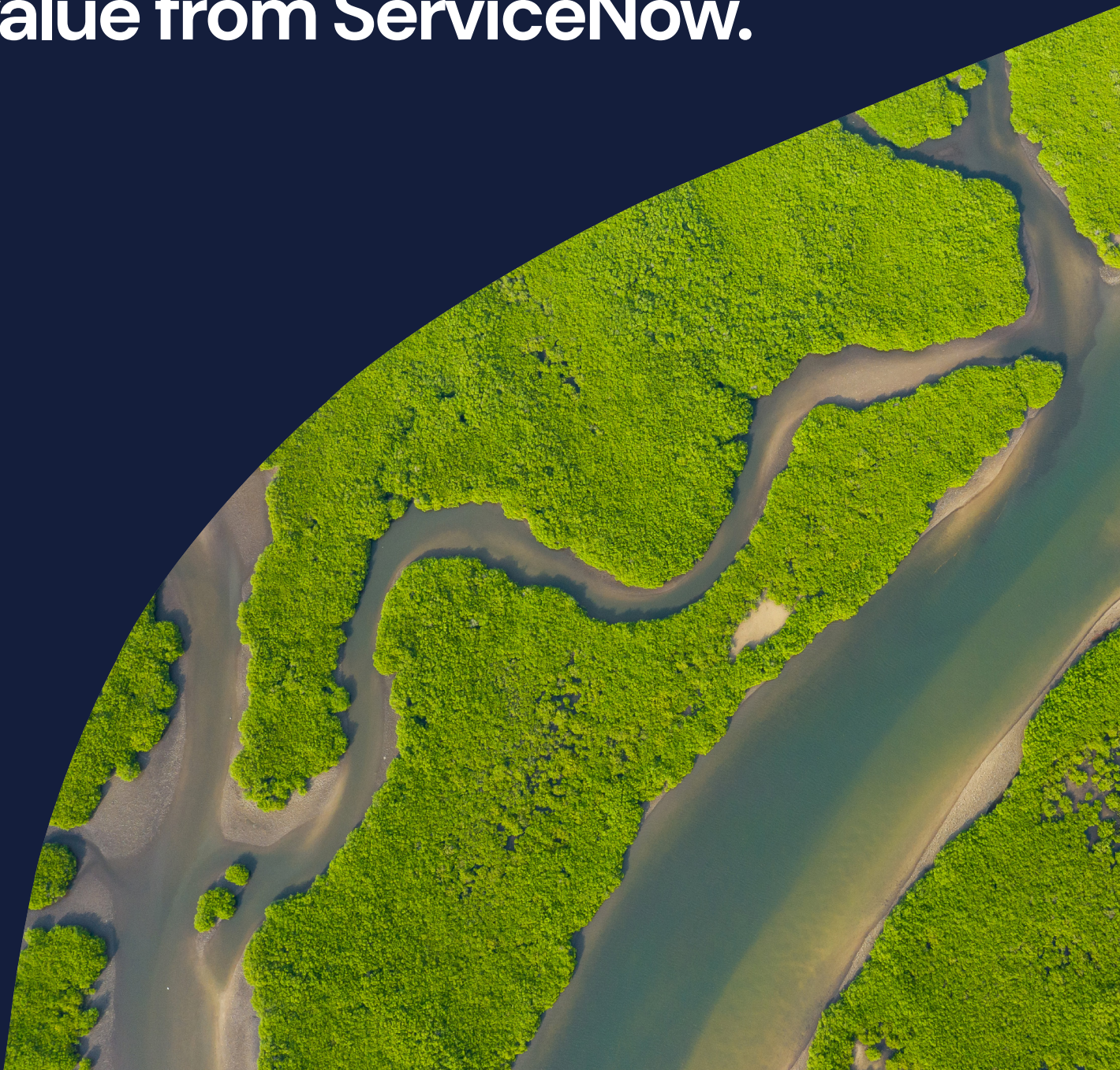


IT CHANGE MANAGEMENT

Find flow with Project Portfolio Management and maximize value from ServiceNow.



IT Change Management Simplified.

Master top-down planning to align your teams and investments with business goals. Make strategic, game-changing decisions using the ServiceNow IT Business Management (ITBM) platform's Project Portfolio Management (PPM). This hybrid implementation tool will enable you to manage projects across departments faster and more efficiently.

Accelerating change starts with prioritizing every step. IT change management takes more than implementing a new system. It means aligning your people with processes and new technologies across your organization. That's a mountain in itself. Sometimes stepping back and getting perspective is the best approach to change management.

With more than 25 years in IT Operations Management, Windward Consulting Group

has invested in evolving technology to design a scalable, repeatable business solution that streamlines the often-conflicting directives in project creation and management. We start by mapping a plan to maximize your ServiceNow investment that is easily achievable with your existing people, and technological resources. And then we help you close the gaps.

- **At Windward, we're playing a different game—strategizing every step from design to deployment.**
- **We're helping clients scale challenges and guiding them to the most cost-effective and success-driven path for ServiceNow**
- **Partner with a team that has the expertise in your industry to understand what to prioritize, when.**

Our Process

- 1. Discovery:** needs by project. Get a personalized roadmap including resources and timing, Find non-critical tasks that can be automated.
- 2. Context:** We give the data relevant context inside of ServiceNow so it can be leveraged and used by the rest of the platform and the tools.
- 3. Success Map:** We build a Success Map to desired outcomes and create the business case for your solution.
- 4. Road Map:** We develop a detailed Road Map that outlines a clear strategy from design to deployment.
- 5. Implementation:** We are right by your side ensuring implementation leads to actual adoption.

Advance From Project Delayed to Project Complete

Deadlines can make or break a project. With our robust technology, the end goal is always in view. We uncover possible resource shortages early that can impact the completion date. You will always know exactly how far you are from any critical path. Our process paired with ServiceNow's application gives you the tools to easily shift staff or automate iterative processes to keep you on schedule. We ensure communication is constant throughout the lifecycle of your project.

“ I know we had a very tight timeline and some complicated integrations. The Windward team met every expectation and more.

– Client Manager ITS Data Center

1. Benefits of ServiceNow ITBM Project Portfolio Management

The ServiceNow PPM solution knocks down silos and opens possibilities. Create a project schedule, adjust as needed, and deliver promised results. In three simple steps, your project goes from idea to reality.

2. Understand needs by project.

Get a personalized roadmap including resources and timing, Find non-critical tasks that can be automated.

3. Identify all project components and dependencies.

See timing, cost, manpower, and potential risk factors in an easy-to-read interface.

4. Act with confidence.

Use the data collected from the Project Portfolio Management (PPM tool to make strategic decisions based on cost and value.

Let's Talk

Whether you seek an IT-centric opportunity or directional change, we are ready to work with you to scope, plan, manage, and deliver on maximizing your ServiceNow investment. Transforming your IT Service environment starts with knowing what to prioritize when.

Schedule a Meeting with a Windward Team member.