

REMOTE ADMINISTRATION

Seize a competitive edge with ServiceNow.

(Without adding overhead).

You're clear on your mission and purpose - and on the vital role technology and ServiceNow plays in supporting it. But is dealing with the day-to-day administration of service tickets, upgrades, and support the best use of your internal resources?

For more information contact:
windward.com | info@windward.com

 windward

| servicenow.

With our reliable Remote Administration Solution, get freedom from the mundane to focus on the meaningful.

Windward provides Remote Administration services to keep up with day-to-day administration and ensure availability of the ServiceNow platform.

Our flexible engagement model can provide Tier 1-3 support, keep up with customer change requests, or optimize your existing workflows. Regardless of your specific requirements, Windward is available to meet your needs and investment.

Windward can provide support using existing ticketing systems, integrate with your applications or utilize ours to manage activity and results.

Our ServiceNow Expertise - At Your Disposal.

Windward can support any modules deployed in ServiceNow.

- NOW Platform
- ITSM
- ITBM
- ITOM
- PA
- CSM
- HRSD

What would freeing up internal resources mean to your organization?

Switch your focus to big picture solutions.

Empower your team to work on high-value projects, while your IT infrastructure stays up-to date.

Increase performance – not overhead.

Get your ServiceNow instance optimized by experts in complex enterprise-grade ITOM platforms, without hiring a full-time resource.

Get a risk-free guarantee.

With over 20 years of experience delivering world-class IT services for 500+ global clients on 3,500+ projects, Windward is fully confident in our results-driven methodology.

ALWAYS-ON Availability	Monitoring performance and availability of the platform 24x7
Remote Support	Tier 1-3 support for with 24-hour SLA, Take support calls directly from users
Troubleshooting	Tier 1-3 support for with 24-hour SLA, Troubleshooting problems with the platform, integrations of applications
Always Up to Date	Release upgrade planning, testing and production coordination
Administration	Ongoing administration (user maintenance, log monitoring, etc.)
Optimization	Configured changes and tuning of platform, applications, and integrations

Available Support & Service Options:



Maintenance and Administration

Day-to-day maintenance and administration tasks:

- Production instance health checks
- Triage and resolve incidents and service requests
- Manage group mailbox and respond to user questions
- Support production release change tickets and deployment
- Monthly security review items
- User off-boarding for employee exits or transitions
- Support shakeout of applications after collaborative releases
- Support instance upgrade to new version



Development

Configuration to enhance performance and deploy additional functionality:

- NOW Platform
- IT Business Management (ITBM)
- IT Service Management (ITSM)
- Performance Analytics (PA)
- Customer Service Management (CSM)



Architecture

Guidance on technical configuration

- Advice on integrations with external systems
- Regular provision of instance health assessments (HealthScan)
- Promote adherence to configuration and best practices
- Answers to “how to” questions

Let Our Team Drive Your Success

The world’s leading Fortune 500 companies and federal agencies rely on us for expertise in IT service management, data analytics, orchestration and automation, and AIOps.

Windward is honored to have been featured in:

Inc. **Forbes** **Entrepreneur** **InformationWeek**
MAGAZINE

Customer Satisfaction Score: 9.6 out of 10
Net Promoter Score (NPS): 76 (Top 5% of all companies)

Risk-free Guarantee

Windward extends a risk-free guarantee to every client. If we don’t deliver, you don’t pay.

“ Both of [Windward’s engineers] were excellent. They were really good at listening to the problem statements we were trying to solve for, and came up with really good answers.

We have used Windward for support and consulting for many years and I highly recommend them

Our project with Windward improved our time to market and the results provided additional visibility to upper management and solidified our Roadmap moving forward.