



Enterprise Service Management Solutions

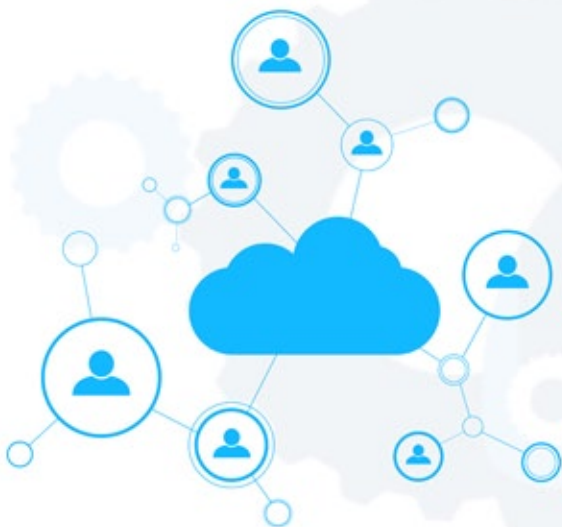
IT is the backbone of the modern enterprise. If you want to make smart, efficient changes across that enterprise, they need to flow from and through IT. That's the ServiceNow philosophy. Transform IT, transform the enterprise.



What is ServiceNow?

ServiceNow is the enterprise cloud company. Its products streamline and simplify time-consuming, costly, and inefficient manual tasks, replacing them with lights-out, no-touch automation. Its services are packaged in a user experience so simple and approachable, you won't need to be a techie to deliver innovative solutions with increased business value faster than ever.

— *Transform IT, Transform the Enterprise* —



ServiceNow:

- Uses a cloud delivery model that was designed for the Internet
- Provides an engaging and intuitive user experience that is based on best practices learned from the Web.
- Offers a variety of service, operations, and business management applications, all of which are constructed on a single platform
- Unites those applications to create a single system of record for IT
- Uses that same extensible platform so customers can grow existing applications and create custom applications

What are the Benefits?

ServiceNow's unique approach helps IT rapidly change from infrastructure-centric to service-centric. Being freed of its maintenance duties will allow IT more time to support the constantly-evolving needs of today's workforce and to create the innovative solutions companies need to stay competitive. Also, with ServiceNow, the service relationships between IT and the rest of your enterprise will be more transparent, accountable, and auditable.

And the benefits go beyond that.

1. Kiss the help desk goodbye. Instead of the unstructured service models which haunt traditional help desk setups, ServiceNow delivers an ITIL-based service model. This lets everyone participate in service delivery through a cohesive, integrated system.
2. Services are consumerized. Intuitive self-service tools expose workflows directly to the requester, enabling automation and eliminating the middleman.
3. Expanded workflows. Manual service activities like restarting a server or provisioning virtual machines are centralized as workflows are expanded.
4. A unified front. ServiceNow increases the scope of service management, making it an enterprise discipline by applying IT's service model to other areas such as HR, Facilities, Finance, and more.



How Does Arraya Fit In?

Arraya Solutions lives for and is built upon service excellence. We work with our customers, not for them, to create, deploy, and realize true business value. Our Enterprise Service Management Practice delivers on the ServiceNow promise to optimize and simplify, as well as standardize and automate – achieving measurable results with our customers.

Whether IT operational maturity is your goal or if you are ready to extend self-service enterprise service automation to your business units and departments, Arraya Solutions brings it all together with our ServiceNow solutions to make it a reality.

Who Do We Help?

- Healthcare
- Legal & Professional Services
- Finance
- Media & Entertainment
- Manufacturing
- Gaming
- Education
- Retail
- And more!