

## InSource ServiceNow StartNow Quick Start Programs



SILVER SERVICES PARTNER

StartNow is an exciting new offering that allows companies to engage the powerful ServiceNow platform while mitigating the risk of varying implementation fees.

This new platform allows InSource to offer a fixed-fee, tier-based implementation matrix, based on the level of services that the client wishes to utilize from the ServiceNow platform.

The commercial offerings are broken down into two areas: IT Service Desk (below) and Project Portfolio Suite (back page). Each are broken down into three tiers: Basic, Basic+, and Total.

As a Master Partner with ServiceNow, InSource is uniquely positioned to design a custom platform that will improve the way your company handles its various IT and project management needs. Contact one of our professionals today at [info@insourcenow.com](mailto:info@insourcenow.com) to see how we can help find the solution that is right for you.

### IT Service Desk

CATALOG OFFERING	BASIC	BASIC+	TOTAL
Incident Management	✓	✓	✓
Request Management	✓	✓	✓
Service Catalog (10 items)	✓	✓	✓
Service Portal (Standard CMS Temp)	✓	✓	✓
Service Desk Dashboard	✓	✓	✓
Knowledge Management		✓	✓
Configuration Management (CMDB Lite)		✓	✓
Problem Management			✓

### Next Steps

#### 1.

Review the offerings with and determine which tier is most important for you.

#### 2.

Contact InSource at [info@insourcenow.com](mailto:info@insourcenow.com) to set up an appointment with one of our solutions architects.

#### 3.

Work with the InSource team to implement the IT Helpdesk solution that best suits your company's needs.



Transforming Business Through Technology

# InSource ServiceNow StartNow Quick Start Programs



The ServiceNow Project Portfolio Suite has a set of applications that can assist an organization to move up the PPS maturity curve, and integrates seamlessly with other ServiceNow applications.

As a ServiceNow Silver Services Partner, InSource is uniquely positioned to help your company discover which PPS solution is best for your company.

Depending on where your company is situated on the Project Portfolio Suite curve, InSource provides three tiers to improve your PPS process.

Whether you are already running ServiceNow for ITIL processes or just beginning on the ServiceNow journey, PPS offers a clear competitive advantage. By providing a streamlined, centralized view for new projects and capabilities, PPS helps consolidate and maximize resources, facilitate managing tasks by exception, and enable better decision making.

## Project Portfolio Suite

CATALOG OFFERING	BASIC	BASIC+	TOTAL
Project & Portfolio Management	✓	✓	✓
PMO Dashboards	✓	✓	✓
Time Cards	✓	✓	✓
Resource Management		✓	✓
Demand Management			✓

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