

InterralT – ServiceNow Competencies

InterralT apply practices that are based on our global ITSM experience to rapidly get our clients where they need to be. We help enterprises assess their maturity levels, prioritize their ITSM program plan and build a pragmatic roadmap that gets them on the right path to accomplishing objectives.

InterralT’s comprehensive ServiceNow Services leverage end to end service delivery models for the effective management of IT infrastructure. The idea is to empower the clients to assess, design and implement Continuous Service Improvement programs that unveil additional costs savings unrealized in an initial IT Service Management Lifecycle implementation.

InterralT ServiceNow Offerings

Custom Applications

- ❖ Vendor Management
- ❖ Accounts Payable Management System
- ❖ Other Custom Applications



System Integration

- ❖ Remedy, Trace and other ITSM applications
- ❖ VMware vCloud / vSphere using vCO
- ❖ Mobile Platform
- ❖ Other Third Party Application

Implementation

- ❖ **Core Configuration**
 - LDAP Integration, SSO Setup, Mid server, Email Configuration, Access Control
- ❖ **Configuration Tools**
 - Business Rules, Client Scripts, UI Policies, UI Actions
- ❖ **Other Modules**
 - Salesforce Automation
 - Facilities Service Automation

- ❖ **Self Service Applications**
 - Service Catalogue
 - Employee Self Service (ESS)
- ❖ **Service Portal / CMS**
 - Out of Box Development
 - Alternative User experience
 - Customize portal for UX
 - Dynamic content using HTML / CSS/ Angular JS, Bootstrap

- ❖ **ITSM Module**
 - Incident , Problem, Change
 - Asset Management
 - Knowledge Base
 - Configuration Management Database (CMDB)
- ❖ **Infrastructure Application Module**
 - Discovery
 - Asset & Configuration management
 - Orchestration
 - BSM Maps

Post Implementation Customization & Support

- ❖ **Face Uplift**
 - UI Changes, Workflow Modifications,
 - Notifications: Email, Service Portal, Mobile
 - Service Portal Modifications

- ❖ **Remote Support Service**
 - 24 x 7 Accessibility
 - L1/ L2/ L3

About InterralT

InterralT is global IT consulting & services company providing business software solutions that improve operational efficiencies, address organization’s unique business needs, and allow better ways to access and manage information at lower TCO & faster ROI. Established in 1996 & headquartered in San Jose, InterralT is a ISO 9001-2015 SEI-CMM level 5 assessed and certified organization with world-class delivery centers in India & has client-partner network spanning across the United States

Corporate Office

2099 Gateway Place, Suite 200,
San Jose, CA 95110
Tel +1 408 451 1700, Fax +1 408 441 7495

Why InterraIT?

- **Implementation, Customization, Upgrades**
 - Implementation of ServiceNow
 - Customization of vanilla implementation for enterprise-wide business processes
 - Upgrade to newer versions of ServiceNow
- **Systems Integration**
 - Integration with other applications like Salesforce, SAP, Mobile, VMware, Microsoft Project, Microsoft SharePoint, Jira, Monitoring tool like SCOM and Nagios, and others
- **Custom Application Development with ServiceNow**
 - Development of functionality adapted to the enterprise on ServiceNow platform
- **Support for ServiceNow deployments**
 - Ongoing enhancements and modifications
- **Deploy & Customize GRC module for Audit, Compliance & Risk Management**
 - Establish controls for specific standards
 - Data integrate with other applications
- **Managed Services ServiceNow support**
 - ServiceNow support and customization as a managed service

TO PROVIDE BEST OF BREED ADVANTAGE



About InterraIT

InterraIT is global IT consulting & services company providing business software solutions that improve operational efficiencies, address organization's unique business needs, and allow better ways to access and manage information at lower TCO & faster ROI. Established in 1996 & headquartered in San Jose, InterraIT is a ISO 9001-2015 SEI-CMM level 5 assessed and certified organization with world-class delivery centers in India & has client-partner network spanning across the United States

Corporate Office

2099 Gateway Place, Suite 200,
San Jose, CA 95110
Tel +1 408 451 1700, Fax +1 408 441 7495