



COREIO'S MANAGED SERVICE PROVIDER OPTION FOR SERVICENOW®

Organizations of all sizes can now enjoy the benefits of ServiceNow without investing in a separate platform environment, using Coreio's ServiceNow MSP offering to deploy their own segregated ServiceNow environment/domain within Coreio's instance on a subscription basis. Coreio supports, maintains and monitors the ServiceNow environment on the client's behalf. We offer 4 levels of subscription to reflect a variety of scales and complexities of deployment:

Bronze: Coreio's introductory ServiceNow offering is ideal for mid-sized organizations. This offering provides Incident Management and the ability to create basic Service Requests (one service request catalogue included in price).

Silver: Coreio's mid-tier ServiceNow offering, Silver is ideal for clients who wish to gain better insight on their assets, SLA's and the links between Incident and Problem Management. The Silver offering also includes a simple Service Catalogue, capable of basic Service Requests (requests that do not require approval are standard).

Gold: Coreio's premium offering, ideal for those clients who wish to gain access to more of ServiceNow's capability across a broader range of applications, including Change Management, and access to more advanced Service Requests, including those requiring approvals. With the Gold offering comes the flexibility to leverage (at an additional cost) ServiceNow's Discovery and Orchestration products.

Platinum: Reserved for clients who have very specific needs, which require a customized solution to be built. For these clients, Coreio will build a completely customized ServiceNow environment tailored to the exact requirements. There are no limits to what can be built within the Platinum offering, and these environments will be priced based on the specifications provided.

Coreio is a leading IT services company that helps enterprise and mid-size organizations implement ServiceNow as a state of the art platform to automate common business processes. From ITSM to Human Resources to Governance, Risk and Compliance, ServiceNow is a powerful tool for the modern enterprise. Coreio has the experience and vision to bring it to our clients via a Managed Service Provider (MSP) subscription option, as well as consulting services and management of client-owned instances of the platform, post-implementation assistance, and more.