



COREIO'S TECHNOLOGY SOLUTIONS

Coreio is a leading IT services company that helps enterprise and mid-size organizations with all of their ServiceNow® needs. From ITSM to Human Resources to Global Risk and Compliance, ServiceNow is a powerful tool for the modern enterprise, and it is the ITSM tool Coreio relies on to operate its own service management both internally and for its client base. ServiceNow is truly the engine that drives Coreio's business. Coreio has the experience and vision to bring it to our clients via the following service options:

1. MANAGED SERVICE PROVIDER (MSP)

- Organizations of all sizes can now enjoy the benefits of ServiceNow without investing in their acquisition, deployment and ongoing management of the platform. Coreio's ServiceNow MSP offering provides all of the benefits of the leading IT Services Management platform on a subscription basis, so you can focus on managing your company. We offer 4 levels of subscription to reflect a variety of scales and complexities of deployment.

2. IMPLEMENTATIONS AND SOLUTIONS

- For organizations that require their own deployment of ServiceNow, our team of dedicated professionals will work with your IT team to develop your own instance from the ground up, building functionality that enables you to innovate, create value and continuously improve using data and metrics. Our expertise allows you to get up and running quickly so you can enjoy the benefits sooner.
- ServiceNow innovation doesn't stop at initial deployment, so our experts are available to help your IT team identify needs to implement new ServiceNow modules and new workflow configurations within them, and then execute on those changes. From new catalogue items to expanded functions for the platform with further modules, our expert technical resources can implement solutions to drive even more value from our clients' instances.

3. PLATFORM SUPPORT

- For enterprise organizations that have deployed their own instance of ServiceNow, Coreio offers end-to-end management and support for ongoing monitoring, maintenance, and troubleshooting. Our best practice-oriented resources can manage the day to day operations of the platform, leaving your IT team with more bandwidth to take on strategic objectives.

4. SPECIALIZED TECHNICAL RESOURCES AND ONGOING CONSULTING

- Coreio has gathered a team of highly experienced, visionary ServiceNow practitioners who can embed themselves within your IT team to add more bench strength as your internal resources develop a new ServiceNow instance or improve an existing deployment on an ongoing basis. Using our best practices and expertise, we can support your IT team onsite to leverage ServiceNow to its greatest potential immediately and as your usage evolves.

5. SERVICENOW TECHNOLOGY PARTNER

- The ServiceNow apps ecosystem is constantly growing and evolving in terms of available modules to leverage, but many companies continue to have a need for a specialized application not yet available, or have a vision for a new way to exploit the benefits of the platform unique to their situation. For these clients, Coreio is able to offer services as an official Technology Partner, meaning we have the ability to develop new solutions and support applications for the ServiceNow App Store. Our experts can build applications to meet a specific business need, or build a bridge to integrate ServiceNow and other applications.

6. SERVICENOW RESELLER

- As part of our overall service offering to our clients, Coreio is licensed to resell ServiceNow licences, so our clients can speed their deployment or expansion of their use of the portal quickly and efficiently using one supplier.