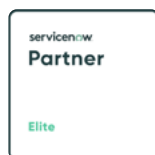# WE MAKE IT HAPPEN
WITH SERVICENOW

servicenow.

handcloud solutions

ABOUT HANDCLOUD

Technical Pre-Sales Specialists, Implementation and **Project Development in ServiceNow.**

First implementation of **HR Service Delivery (HRSD) in LATAM**

First *Center of Excellence and Innovation* in LATAM

Experts in Customer Service Management **(CSM).**

servicenow
Partner

Elite

2021
AMERICAS
PARTNER
AWARD WINNER
now.

+400 PROJECTS

+100 CONSULTANTS
Certified by ServiceNow

+190 EMPLOYEES

+100 CERTIFICATIONS
ITSM, ITOM, HR, CSM, FSM

/handcloud.solutions

CMS
CORE MANAGED SERVICES

"To help our customers achieve the *highest performance and best value* from the ServiceNow Platform."

WHAT IS A CORE MANAGED SERVICE?

A dedicated team of ServiceNow professionals **in charge of the optimization and maintenance** of multiple customer instances, capable of developing whole projects or individual requirements.

THE CMS TEAM

Business Analyst

› Workshops to identify **business requirements.**
› Identify **priorities.**
› Define new **catalog** items.
› Write **user stories.**
› **Knowledge transfer** to the end-user.
› ServiceNow **ShowRoom.**
› Best practices **advisory.**

Project Manager

› Backlog **maintenance.**
› Create **implementation** plan.
› Assure **timely execution** of implementation path.
› Assingment and **tracking of tasks.**
› **Planning and assurance** of product delivery on UAT and PROD environments.

Technical Consultant

› **Develop** products and new catalog items.
› Implement the **best practices** according to ServiceNow SysAdmin Support.
› Develop **reports log.**
› **Technical training** of ServiceNow features.
› Unit **testing.**
› Deploy **solutions** on UAT and **PROD** environments.
› Best practices **advisory.**

Quality Assurance

› Assure the **quality** of the product.
› **Knowledge Transfer** of final solutions to users and product owners.
› **Automation** testing using ATF.
› **Smoke Testing** execution on production environments.
› **95%** of user acceptance on final deliverables.

BEST PRACTICES IMPLEMENTATION

1 Diagnostics execution and analysis using "instance security center"

2 Identification of roles best practices for user groups and their members.

3 Name conventions definitions for developed products and applications.

4 Schedule cloning of environments for up to data and less differences between all environments.

CMS SUCCESS STORIES

SUCCESSFUL CMS TEAMS   GRUPO BIMBO®

- Contract Management
- Custom service portal development
- Mobile app configuration
- IT Service Management configuration
- Customer Service Management configuration

8 Deployments to Production instance / environment **per month**

60 Deployments to Production instance / environment **in 2022**

3 YEARS Being a **CMS** customer

SUCCESSFUL CMS TEAMS   Sigma

- Integrations support
- Service Catalog enhancements
- Discovery & Service Mapping implementation
- IT Service Management implementation
- Upgrades implementation

5 Deployments to Production instance / environment **per month**

3 YEARS Being a **CMS** customer