

Driving Process Automation & Service Management with ServiceNow

Why Precise

We understand excellence in service management is achieved when we solve the needs and pain points of our customers by applying tailored industry frameworks and best practices in an agile, iterative way. Adopting industry- proven frameworks such as the Information Technology Infrastructure Library (ITIL) and IT Service Management (ITSM), leveraging the capabilities offered by ServiceNow, and applying our agile framework, we help our customers strategize their enterprise digital transformation and process improvement journey, streamline and automate IT and business workflows, develop a responsive multi-channel user interface, and deploy insightful business analytics through the dashboard on the ServiceNow platform.

Our team of ServiceNow experts has received awards from our customers for the thought leadership, strategy, design, implementation and hosting of ServiceNow-based solutions.

ServiceNow Solutions & Services

Precise supports the full breadth of ServiceNow offerings, from strategy to implementation and managed services. Our services also address integration across of domains of people, process and technology to maximize the planned benefits.

Strategize and Plan

- IT transformation, process improvement strategy and roadmap
- ServiceNow readiness assessment
- ServiceNow implementation strategy and plan

Design and Development

- System architecture and system integration design
- Service asset discovery and mapping
- Change Management
- Release Management
- Incident Management
- Service Portal development
- Service Catalog development
- Service process automation
- Multi-channel, interactive customer experience design
- Business analytics and dashboard design



Run and Operate

- ServiceNow operation support including the Helpdesk
- ServiceNow upgrades

How We Help Our Customers

Our federal agency client faces the ever-present demand of IT and business service requests and incident responses from its growing base of FDA users. To ensure prompt and accurate issue resolution by the Helpdesk and other service branches, Precise implemented a much-improved service portal. The upgraded portal consolidates, streamlines and automates the variety of service processes to provide a greatly improved user experience and expanded business analytics capabilities.

Following our agile process, our team worked closely with agency stakeholders to document, analyze, optimize and automate a variety of IT service processes in ServiceNow in an iterative manner. We converted inefficient, manual processes, many involving emails, PDF forms and uncoordinated workflows, into streamlined and automated processes in a centralized portal with interactive, responsive multi-channel user interfaces. To date, we have implemented over 30 catalog items, including major IT operation items such as Firewall and Cloud File sharing requests. The new service portal has been serving 22,000 FDA users on a daily basis. In the first half of 2018, the system achieved a 41,000-labor hour reduction, and \$1.8 million savings. Because of the outstanding services, our team was awarded the prestigious FDA Team Excellence award.

About PRECISE SOFTWARE SOLUTIONS

Precise Software Solutions, Inc. (Precise) is a nimble and fast-growing SBA 8(a) certified small business focusing on strategy and IT consulting services to public sector customers. We are proud of our strong reputation for overcoming obstacles and delivering innovative, quality work with measurable results. For additional information, please visit us at www.precise-soft.com.

Connect and follow us!



Interested in Partnering with Precise?

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