

servicenow

SOLUTIONS BRIEF



IT architectures are not suitable for today's everchanging environments and leave companies unprotected. Global pandemics, climate swings and trade wars are all part of the new normal, and will continue to test the resiliency of organizations. Current business conditions require you to adapt to change, drive productivity and innovate, and deliver modern, consumer-like experiences at scale. To reach this agility, you need to connect digital workflows across the enterprise to optimize business processes and keep work flowing seamlessly across people, data and systems.

The ServiceNow platform connects and transforms business processes with digital IT workflows and helps modernize the operations to optimize productivity, cost and resilience within a single platform. When work flows naturally, great experiences follow, and the Now Platform from ServiceNow delivers a smarter way to workflow across industries.

COQUINA SERVICES

Coquina's practice for ServiceNow delivers innovative models that automate and optimize workflows and processes across an organization and accelerate technology-drive business transformation. With digital workflows that automate everyday service requests, delivery teams can now increase service delivery speed and free up teams for higher value work that drives enterprise-wide innovation. Using ServiceNow tools, we can help extend ServiceNow's digital workflows or create new digital workflows on the same Now Platform.



As a ServiceNow solutions provider, we focus engagement projects in two primary areas:

- ServiceNow Consulting Services and
- ServiceNow Implementation & Integration Services.

RECENT USE CASE EXAMPLES

- Enhancing IT asset management system data quality
- Chargeback for IT asset consumption
- IT asset change management modeling
- IT asset issue impact identification
- Automated IT asset issue alerting

Our recent efforts have been focused on developing automated custom solutions to extract and/or ingest data into the IT Asset Management product using the ServiceNow REST API interfaces, and IT Service Management. Our experience shows that most large organizations require more than ServiceNow asset discovery, to ensure scalability and data quality is achieved, requiring the need for custom solutions.

“Our team enables your organization to deliver services based on ServiceNow Solutions to your customers easily and seamlessly.”

ServiceNow Products

IT Service Management

Transform the impact, speed and delivery of IT with a modern service management solution.

IT Operations Management

Deliver high-performance business services with visibility, health and optimization.

IT Business Management

Plan, prioritize and track work aligned to business objectives.

IT Asset Management

Optimize costs and improve efficiency with increased visibility into the full IT asset lifecycle.

DevOps

Delight your development teams and enable change with scalable, enterprise DevOps.

SecOps

Identify, prioritize and respond to incidents and vulnerabilities faster based on risk and insights.

Governance, Risk and Compliance

Respond to business risks in real-time with continuous monitoring, prioritization and automation.

Telecom Network Performance Mgmt

Monitor the health of your telecom networks and streamline your response with machine learning.

Operational Technology Management

Safeguard operational technology (OT) systems with digital workflows that respond quickly to threats.

WHY COQUINA?

With Certified ServiceNow Developers on staff, our deep understanding of the ServiceNow platform and products along with our knowledge of the complexity involved with processes across the organization and in various industries, we are able to achieve a clients' objectives, often in extremely tight timelines.

