



ServiceNow

Moving into the Future of Service Management

Challenge

IT continues to be a cost centre for enterprises, and many organizations do not have a central system of record where all their service management processes can live. Spreadsheets, text files, legacy applications and manual processes are still prevalent, and where modern solutions do exist they are often siloed. This proliferation of tools results in a lack of operational visibility, and an inability to support innovation.

Our Solution

Sierra Systems, an NTT DATA Company, has been a ServiceNow partner since 2013, and is uniquely positioned to help you easily transform how you do ITSM.

A modern ITSM implementation involves multiple processes: Incident Management, Problem Management, Change Management, Request Management, and Configuration Management, among others. Sierra Systems leverages the strengths of ServiceNow within each of these processes, consolidating and simplifying workflows with visual task boards. Smart analytics are filtered by an integrated CMDB (configuration management database), driving hard data to define optimized changes to process.

We strike an optimal balance between adapting the product and adapting the process to move your organization forward. Sierra Systems uses experienced, ServiceNow-certified implementation specialists and administrators. Bypassing the common “one size fits all” approach to consulting, our professionals are selected based on industry experience, and expertly navigate your implementation avoiding common project pitfalls.

Our methodology behind the navigation is built on over 50 years of business experience, over five years of ServiceNow experience, and dozens of SaaS and ITSM implementations across Canada. This real-world experience includes deep integration into provincial ITSM solutions, major electrical providers, international defense agencies, as well as private corporations.



The ServiceNow Solution

ServiceNow is widely recognized as the market leader in IT Service Management (ITSM) solutions by Gartner, leading the field in ability to execute. The ServiceNow single system of action allows enterprises to manage all their records in one secure cloud, on top of a platform which can be configured to meet many challenging requirements.

Accelerating IT

Sierra Systems’ 50+ years of deep expertise in targeted industries has built our reputation of delivering superior solutions that strengthen organizations’ performance.

Contact us to learn more about our award-winning and innovative solutions: contact@sierrasystems.com
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