SERVICENOW
DISCOVER THE PLATFORM
OF PLATFORMS

ServiceNow: Discover the Platform of Platforms

Cofomo is a fully certified ServiceNow partner. Our teams draw from over a decade of experience on over 100 mandates with this innovative cloud computing platform. ServiceNow lets you excel with digital workflows that streamline, accelerate, connect, significantly lower costs, and raise productivity while providing exceptional user experiences to both clients and workers in a secure cloud computing environment. Automate, deliver apps with breathtaking speed and efficiency, and reap the benefits of working better, smarter, and faster in an environment that emphasizes internal and external service quality. ServiceNow is innovation, now.

ServiceNow was designed to maximize the leverage of every dollar, allowing you to do more, do it faster, and do it better than with any comparable platform.

ServiceNow Is Technology Simplifying Success and Empowering Strategy

Powerful, AI and analytics-driven ultra-secure digital workflows designed to connect, accelerate, and inspire with exceptional user experiences.

Affordably. Accurately. Efficiently. Now.
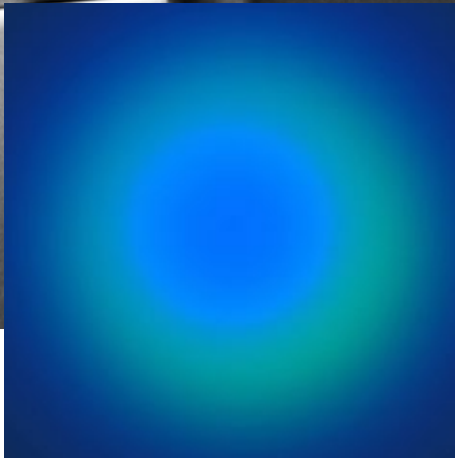**That's ServiceNow.**

Be Smart: Use powerful AI and analytics to make better predictions and automate tasks, so objectives always remain in focus.

Be Engaging: Provide users with an exceptional experience through easy-to-use, intuitive applications that drive productivity and satisfaction.

Be Connected: Multiply efforts and results by connecting people and processes with comprehensive ServiceNow solutions.

Be Fast: Dramatically speed innovation with efficient digital workflow apps developed and implemented on a single, unified platform.

Be Safe: Ensure data, continuity, and operational security by operating on a single trusted cloud.

Cofomo Expertise and ServiceNow:

Delivering More. Faster. Better. Smarter.

Cofomo is best equipped to help you meet your digital transformation objectives by addressing all your IT needs and specifications. ServiceNow is more than a platform, in the hands of our IT professionals it becomes a tool that creates solutions that drive results.

We deliver:

- IT orientation complete with a business plan and a master plan
- Comprehensive coaching and support
- Enterprise and solution architectures
- IT project and program management
- IT management and best practice framework: IT governance, risk and compliance management
- Financial management of partnerships and suppliers
- Complete implementation and configuration of the ServiceNow solution

We're engaged, enthusiastic, and have a keen grasp of the realities you face daily. We face the same ones, so we're adept at taking on, and overcoming the very same challenges. We're big, but not too big, we have offices in four large Canadian cities, so we're always close. And when it comes to finding talents, our talents shine. We make a point of standing by our clients and our projects for as long as needed. A dedicated 24/7/365 Service Centre means you're never more than a moment away from a solution when issues arise. That's peace-of-mind.

Digital transformation at Cofomo with platforms such as ServiceNow is about raising expectations – and then surpassing them. Again, and again.

App Engine: Ready to Go.
Ready to Succeed.

App Engine empowers developers by accelerating automation, facilitating collaboration, and creating a user experience that works, pleases, and motivates. App Engine is an app force multiplier, **and the advantages are clear:**

- Easy-to-use scripts and integrations
- Out-of-the-box application structure
- Responsive and mobile user interface
- Ease of use due to no-code/low-code usage

Ready to Build
Build code quickly and easily
and let your apps go live in half
the time and one-third the cost of
traditional app development.

01 $\longrightarrow$

Looking to build flexible, resilient, and efficient web and mobile applications that deliver autonomy?
Our experts are there to provide:

- Mobile app strategic advice and best practices
- Implementation of ServiceNow's App Engine solution
- Training and skills transfer
- Integration of consultants: full access to certified experts and change management

02 ⟶ Ready to Deliver

Need to create your web and mobile applications fast but are limited to a small team?

Take full advantage of our rapid development centre with over 25 certified experts ready to help create your customised applications.

03 ⟶ Ready to Download

Cofomo experts know how to properly anticipate your application needs. Plus, the ServiceNow App Store provides one-click access to time-saving mobile applications. Get it and get going.

ServiceNow: Leadership That Is Noticed

ServiceNow is increasingly being recognized as the go-to solution by industry leading researchers and consultant firms such as Gartner and The Forrester Wave™. We appreciate the recognition, peers with these credentials are admirers worth having.

ServiceNow: Leader, 2021 Gartner Magic Quadrant for Enterprise Low-Code Application Platform.

ServiceNow: Leader, 2021 Q2 The Forrester Wave™: low-code development platforms for enterprise developers.

Think of ServiceNow as the platform of platforms. At your service, and your fingertips.

Large-Scale Speed and Agility

Home
Developer LOB
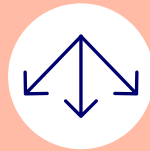
Low-Code
Development

Professional
Developer

APP ENGINE

WORKFLOW INTEGRATION

A.

Develop apps quickly with built-in workflow models.

B.

Connect critical systems to hundreds of predefined integrations.

USER EXPERIENCE

A.

Create powerful, memorable user experiences for mobile and online use.

INTELLIGENCE

A.

Monitor, optimize, and automate decision making with powerful AI and analytics.

Create With Confidence

The Low Code Application Platform (LCAP) allows for the rapid creation of rich inter-LOB (line of business) applications and workflows with a superior user experience. It equips large-scale LOBs with the ability and confidence needed to ensure enterprise-class delivery.

You can look forward to:

- Our ability to deliver large-scale applications with speed and agility.
- An App Engine that simplifies and streamlines by permitting everyone to work on a single platform while allowing users to create individually or in teams for significantly faster app delivery.
- Apps built using persona-based tools that require little or no coding so developers of all experience levels can focus on solutions and improvements.
- Less code, which translates directly into fewer errors, faster testing, and less risk, resulting in appreciably accelerated enterprise-wide app delivery. Developers with less experience can take on backlogged low-complexity applications such as: forms, catalogue items, workflows, or reports. This frees up experienced full-stack developers to handle more complicated project tasks.
- Workflows and integrations that allow manufacturers to visually map processes and insert appropriate predefined integrations (spokes) to link these processes to data, systems, or other resources.
- User experiences that are quickly and easily created within native iOS and Android mobile applications and on modern web interfaces.
- ServiceNow's inherent intelligence which creates smarter applications with built-in analytics and AI capabilities that don't require the skills of data analysts.

Accelerate Your Digital Transformation

Cofomo has an impressive team of ServiceNow experts with the experience and expertise to leverage this extraordinary platform's full potential and ensure your teams and your customers enjoy a user experience that's memorable and pushes conversions.

- Enjoy 3x faster development.
- Allow developers to be up and running in under 10 days.
- Cut application maintenance by 250%.

**Innovation Is Economy.
Expediency Is Excellence.**

Great service is a necessary feature of all great products. Service excellence defines confidence, emphasizes customer satisfaction, and is a continuous added-value ROI.

24/7/365 Customer Service Centre:

The Right Support When You Need It. Benefit from

- Use of ServiceNow's world-renowned ticketing systems
- Our ability to access customer environments through mobile tools
- Creation and tracking of tickets and incidents
- Live dashboards and activity monitoring
- 24/7/365 support

- Direct contact with qualified personnel
- Bilingual Canada-wide service
- Proven ITIL processes and procedures
- Assured confidentiality and security of information

Achievements: Operation and Management of ServiceNow Environments

- Outsource-mode management of ServiceNow platforms for several Quebec companies

- Dynamic operations centre with extensive experience in ServiceNow modules

- Support and evolution of client environments

- Multi-year professional certifications

- Premiere partner for ServiceNow tools

- Over 100 successfully completed deployments

Success In Numbers

Management responsibilities with major customers for 15 supported environments
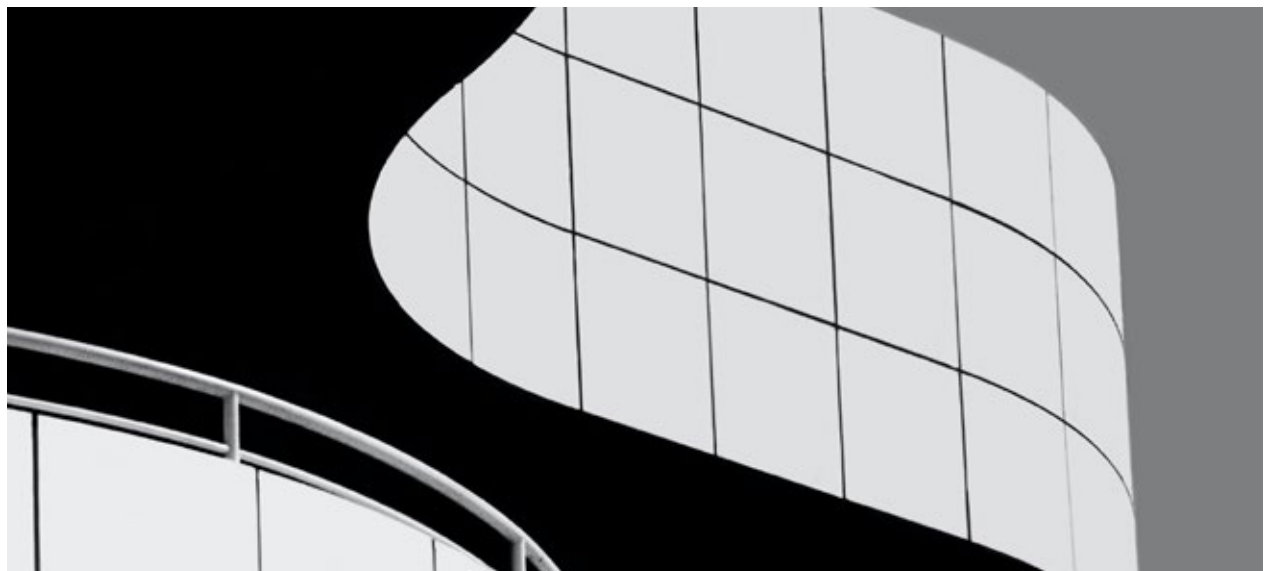
30+ certified experts

Gartner and Forrester: ServiceNow is the global leader for ITSM

ServiceNow partner since 2011

20+ years of ITSM experience

COFOMO

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HR Service Delivery (HRSD)

ServiceNow's HR Service Delivery simplifies and streamlines by decoupling business from productivity and so delivers an outstanding service experience to employees. Shielded from back-end complexities and able to manage their work in a single place, team members' can enjoy improved productivity and performance.

01 $\longrightarrow$

Streamline and Automate Operations for Post-Emergency Workplace Reopening

The Safe Workplace application suite allows you to track workplace reintegration planning and monitor the needs of employees as they return following an emergency or pandemic. Workflows can be automated to better prepare workspaces and ensure adequate safety equipment is on-hand for the return of staff. Be ready by streamlining and automating activities in an emergency.

02 $\longrightarrow$

Easy Employees Access to HR Services

Increase employee satisfaction by providing access to HR services anytime, anywhere. The Omni-Channel service via the Now Mobile and Employee Center applications make it easy for staff to send requests, find answers, and get help. Improve operational efficiency by integrating your system with existing HR management systems (HRMS), identity providers (IDP), background checks, e-signatures, tax records and other services. AI-generated responses work to streamline any process and best guide employees using AI-generated responses.

03 → Organize Employee Interaction by Functional Discipline

Reduce service delivery costs by managing employee interactions in a structured, efficient way. A customized Centre of Excellence data model organizes HR data, services, and processes by functional discipline, allowing you to respond to all employee requests. Virtual agents provide useful intelligence with every interaction. In addition, a standardized case and knowledge management system means active agents obtain immediate responses and are then able to provide consistent, accurate, and timely assistance.

04 → HR Service Delivery Creates Exceptional Experiences

Increase efficiency by replacing resource-intensive, siloed processes with cross-functional digital workflows while accurately coordinating activities across systems, departments, and people. Easily configure digital workflows for hiring and other important life events using intelligent, code-free tools such as the Lifecycle Event Designer. Intelligent virtual agents provide ongoing employee support in their native language while continuously improving comprehension by learning from previous requests.

05 → Employee-Centric Service Creates Competitive Advantage

The smart, intuitive, mobile-centric technology transforming consumer life is also radically transforming work. HR Service Delivery bundles together key applications into scalable packages designed to grow with your business. You can easily integrate HR Service Delivery with your existing cloud and HR management systems. Self-service makes for lower service delivery costs while providing accurate, intelligent, and timely support to users.

Workplace Service Delivery (WSD)

Workplace Service Delivery lets your organization enjoy superior
advantages and efficiencies by modernizing employee workspaces
in an emerging era of distributed work. Seamless digital experiences
drive productivity, satisfaction, and create a sustainable,
motivating workplace. Here are a few of WSD's plusses:

Here are a few of WSD's plusses:

- Modern digital services that enable exceptional employees/workplace interactions
- Superior digital experience for each reopening phase
- Safe workplaces
- Impactful facility resolutions
- On-call employee assistance
- Simplified reservations with self-service
- Streamlined workplace reservations and service requests
- Guests welcomed with easy check-in process
- Register visitors, automate tasks and communications
- Easy-to-navigate interactive maps

- Defined workspaces that provide digital mapping experiences
- Managed workspaces and usage tracking
- Analysis and understanding of workplace and individual workspace usage metrics
- A configurable, automated process facilitates workspace movement requests

Success Stories

**That's a brief overview of the
many advantages WSD delivers.
Ask us for more…**

Dozens upon dozens of world-class clients, among them major corporations, universities, municipal and provincial government agencies, departments and services have called on our ServiceNow expertise, and they've not been disappointed.

Here are a few:

2021

Canadian Mass Transit Corporation

An extensive regional mass transit network overseeing with an enormous number of users needed an efficient, accurate way to manage their requests and reports. ServiceNow's innovative, low-code app building capability will allowed them to develop unique applications that serve all stakeholders equally well.

2021

Major University

An eastern Canadian University widely recognized as a major centre of higher learning enlisted our ServiceNow experts' assistance for their IT and Customer Service Management project. A sizeable community numbering over 40,000 users now reaps the benefits. And when it comes to tech, students are notoriously demanding.

2021

Technology Infrastructure for Governmental Services

A large Canadian provincial department called upon us to assist them in a complex digital transformation project. In short, a comprehensive solution that would unify all their public services IT management processes. ServiceNow came through, and by 2026 the lion's share of public services will be using a single platform. With over 600 IT staff, and serving over 20,000 users, it's no wonder they went for Cofomo and ServiceNow – this government agency's digital transformation is now all but assured.

Cofomo and ServiceNow represent a strategic advantage for the development of digital workflows, engaging apps, IT solutions that work, and user experiences that work together to streamline, simplify, and make possible any digital transformation project.

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That's ServiceNow.

ABOUT COFOMO

Established in 1995, Cofomo is a Canadian leader in information technology (IT) and business consulting services, which translates today into the acceleration of client companies' digital transformation.

Its solutions cover the full range of business needs, including strategy, innovation, agility, intelligence, security, and cloud computing.

Its unique expertise is delivered through flexible on-demand project and talent delivery models.

A team of over 3,000 professionals provides these services to large private and public sector organizations, mostly located in Eastern Canada. This team is supported by a high-performance, lean organization and a state-of-the-art digital ecosystem to communicate with clients, acquire and manage talents and projects, and deliver the full services of the new digital economy.

SPEAK WITH A SERVICENOW EXPERT TODAY

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