

Triad SMART Solutions for ServiceNow

Driving user adoption through targeted knowledge transfer delivery.

- *Is your organization new to ServiceNow and have a need for succinct user capability orientation?*
- *Have you recently expanded your ServiceNow platform functionality to a new module?*
- *Do you have prioritized business use cases that are targeted to a specific user group within ServiceNow and require customized deep dive instruction?*

As an experienced ServiceNow Services and Silver Sales Partner, Triad recognizes the importance of enabling your organizations' users with the know-how to function easily in their day-to-day tasks while optimizing your IT investment. We are committed to providing our customers with an alternative solution to onboarding users and walk them through specific business processes and questions related to your environment. This customized adoption approach is a SMART solution for your ServiceNow business needs!

TRIAD SMART Solutions:

- **S**pecific to the business processes of your **organization and user groups** who will have an active role **within** the ServiceNow environment
- **M**eaningful training content targeted towards your identified user group(s)
- **A**ccelerated format to forego lengthy training, tailored to use cases and applicable ServiceNow functionality
- **R**eputable, experienced, and ServiceNow certified experts facilitating user adoption sessions
- **T**actical approach to onboarding both larger groups of users **and** smaller, specialized user groups looking to leverage ancillary ServiceNow modules

TRIAD SMART OFFERINGS:

- **ServiceNow SMART User Overview:** A One (1) hour overview of the ServiceNow product purchased (either on-site or via web session for larger audiences)
- **ServiceNow SMART ITSM Hands-On Orientation:** Targeted for new users to ServiceNow, this interactive, two (2) hour overview of the ServiceNow IT Service Management module will introduce power users of various business units within your organization to gain hands-on experience of 'out of the box' reports and dashboards and simple IT Service Management workflow strategies.
- **ServiceNow Hands-On Familiarization:** A four (4) hour facilitated workshop for a Hands-On Experiential learning environment. This offering is intended to specifically target any module within ServiceNow and is custom developed to address your business optimization needs and experience levels.