

# Streamline business operations and unlock opportunities with ValueLabs ServiceNow solutions

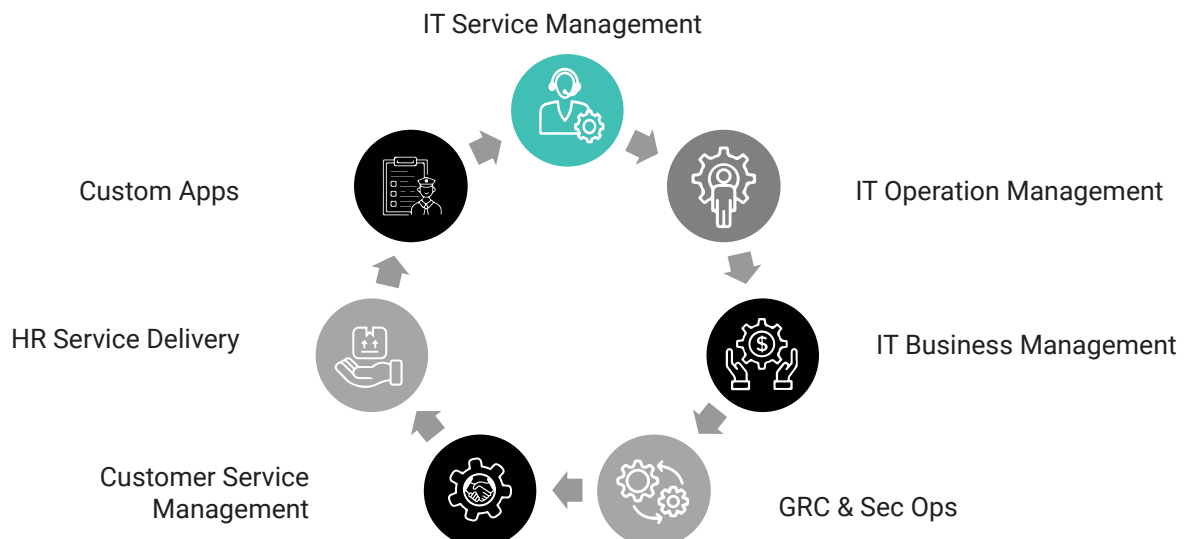
## Why us?

ValueLabs is a global technology company focused on product development, data technology and digital services. Powered by The Digital Flywheel, we provide end-to-end solutions in the fields of customer experience, data & analytics, product development, and automation.

ValueLabs - ServiceNow Practice offers end-to-end solutions to help you consolidate and streamline processes across the enterprise lifecycle which and drive higher ROI, risk minimization and rapid adoption of future IT trends. Our team of seasoned professionals with extensive industry experience and solid functional expertise specialize in delivering personalized solutions for different industry verticals. Our custom solutions span from assessments to solution implementation and ongoing support.

We are experts in delivering automations that can be integrated and deployed using ServiceNow. Over the years, we have successfully completed several projects by leveraging ServiceNow platform capabilities to develop a fool-proof implementation strategy and digitize mission-critical workflows.

## Our Capabilities





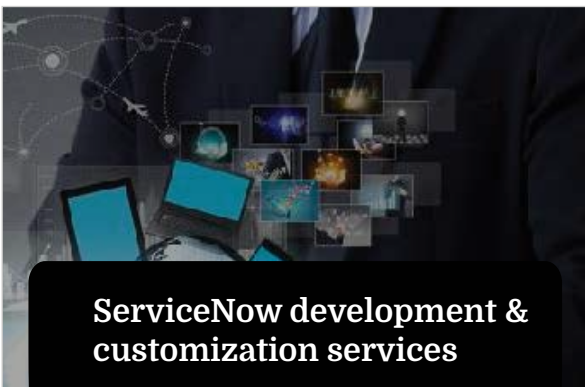
### ServiceNow consulting

- Drive ServiceNow optimization and enhance value on your investment.
- Achieve Transformation, Upgrades, Build New Modules, Custom Apps, and Automations.
- Avail one-time consultations and ongoing improvement projects in Agile way.



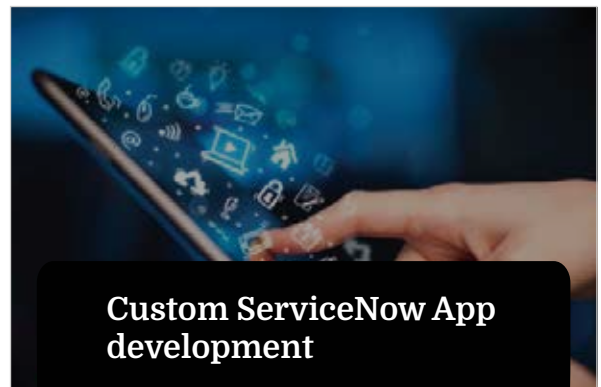
### ServiceNow implementation

- ValueLabs can assist organization-wide digital transformation.
- Implement Shift Left strategy and automations.
- Shift resources and budget to drive innovation.
- Upscale organization's ability to respond to industry shifts.



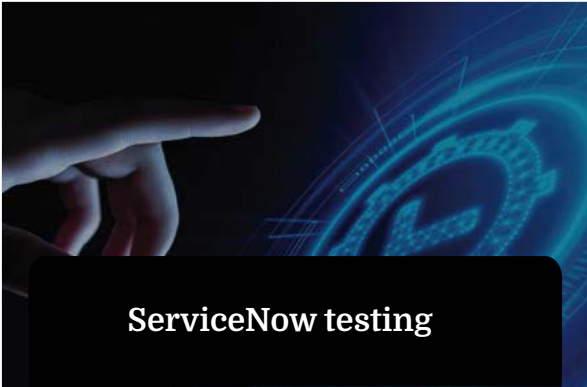
### ServiceNow development & customization services

- ValueLabs can assist organization-wide digital transformation.
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### Custom ServiceNow App development

- Develop custom ServiceNow applications to bridge your App Requirements.
- Leverage the expertise of certified ServiceNow application developers to analyze your functionality requirements.
- Design and deliver the app in a reasonable time frame.



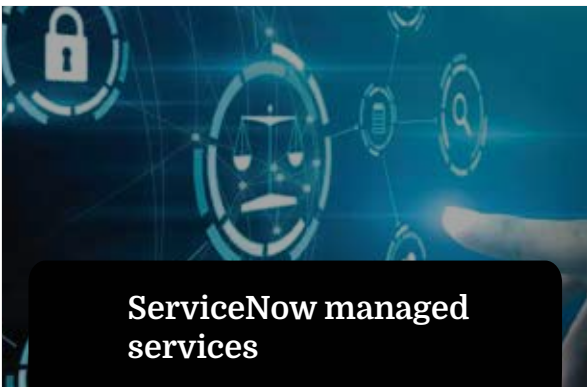
### ServiceNow testing

- ValueLabs can assist organization-wide digital transformation.
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### ServiceNow support

- New features / Module / Automations to upgrade capabilities and deliver engaging user experiences.
- Provisioning of Resources for Projects on T&M Model or Shared model.



### ServiceNow managed services

- ValueLabs can become your go-to managed services provider for:
- L1 - Administrative services.
- L2 - Managing Tickets on performance, break fix, minor enhancements & service requests.
- L3 with new enhancements, module enablement & automations.



### ServiceNow migration services

- Streamline all types of migrations.
- Assistance with eBonding and integrations of tools using APIs.

# Our Service Offerings Advancing to the Smart Technologies

## CHATBOTS



- Automate routine tasks to reduce manual labor
- Reduce wait times, and increase speed to resolution
- Reduce transactional errors while driving higher compliance and reducing risk

## ANALYTICS



- Descriptive Analytics to determine why incidents occurred and formulate remedial action to prevent recurrence
- Predictive Analytics to determine what may happen and determine corrective measures

## AI/ML



- Continuous Machine Learning gradually leading to more incidents being handled through automation
- Multichannel experience including voice, chat, and social

## AUTOMATION PROCESS



- Reduce time and manual work by automating ticket creation
- Policy based Automation for routine and administration tasks

## LIVE SUPPORT



- Knowledge-based talent focusing on high value judgment - based analysis and decision making
- Increase the focus on the customer, adding to the strategic value of the interaction

## COGNITIVE OPS



- Automated Notification for Major Incidents / Opening Conference Bridges
- Desktop Notification for Broadcast messages that can be sent to End Users across Locations / Geographies

# Value adds we bring to our customers

**End User & Support User Training time reduction**

**Up to 50%**

- Resource Optimization
- Reduced Tickets due to Self Help



**Rapid Response for P1-P2 Improved Efficiency Up to 70%**

- Intelligent Notification - App, SMS & Phone based Notifications.
- Auto Allocation



**End User Engagement 60%**

- Self Service Portal
- Chat-Bot
- Self Heal



**Enhanced User experience thus improved customer satisfaction**

- Up to 50%



**Reduce Mean Time to Repair 20-25%**

- Human Guided Automation
- Run Book Automation
- Service Request Automation



**Cost Efficiency 15-30%**

- Resource Optimization
- Reduced Tickets due to Self Help



**Self Heal & Automated Request Fulfillment 20-40%**

- End User Computing Automations
- Workplace Automations
- Routine Infra Task Automations



**Industrialization 70-80%**

- Single consistent ITSM process
- Standard Delivery construct
- Best Practice Sharing



# Case study Snippets

## One of the Largest Life Insurance Companies In The World

### Solution delivered

- Enhanced performance and reduced deliverables cost by 35-40% with ServiceNow customization and maintenance
- Created Custom applications within ServiceNow tool to fulfil client's needs
- Performance monitoring of the platform and execute improvement plans

## One of the Global Biopharmaceutical Company

### Solution delivered

- Build a Chatbot to support ticket creation with End-to-end Automation and 24/7 Chat channel for support
- Developed cloud / on premise Chatbot application, Integrated with their internal portal and
- Integrated with ServiceNow for ticket creation at the back-end

## World's Largest Furniture Manufacturer and Retailer

### Solution delivered

- Reduced response time for incident acknowledgement from 48 hours to 60 minutes
- Introducing the quality parameter with new service level deadlines for ITSM and ITOM operations as a Key Performance Indicator
- Prioritizing the tickets ( Reduced TAT for P2 resolutions from 2 weeks to 3 days)

## Malaysia's Leading Telecom Service Provider

### Solution delivered

- Delivered 100% KPI & SLA with 70% ticket reduction in Managed Services
- Sharp focus on automations – Implemented 100+ solutions which improved the efficiency in day-to-day operations.
- Automated Health Checks, Standard Workflows, ID cleanups & enabled effective monitoring through open source tools.