



What is SSP?

The Specialized Services Practice is a ServiceNow support offering that gives our clients access to a team of ServiceNow experts that will guide you in your ServiceNow journey, while providing expert advice and industry best practices in maintaining and enhancing your ServiceNow instances.

At ITS, we know that getting the most from the ServiceNow Platform can be challenging for organizations who might need expertise and training. Our Technical Consultants are equipped with experience as administrators and developers on the Now Platform. With those skills and more, we are ready to help you achieve your goals on the ServiceNow Platform.

What does SSP include?

Remote Assistance

We can provide support prior to, during or following an active engagement. Many clients turn to ITS to support a larger engagement or to continue support following a project to get the most out of your ServiceNow Platform.

Managed Services

We can provide a ServiceNow administrator or team of administrators to keep your instance running in peak condition.

- Platform Admin
- CMDB Admin
- Discovery Admin
- Continual Improvement Management (CIM)

Advisory Services

- Roadmapping
- Design Sessions
- Best Practice Adoption
- Platform Assessments
- Foundation Data Assessment
- ITIL/ITSM Assessment
- QualityCloud (overall health)

The Specialized Services Practice can tailor a solution that is right for you!

Why ITS Partners?

ITS has skilled consultants with passion and real-world experience, both as specialists and consultants. We provide guidance and instruction on best practices, processes, governance, and tool usage.

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I am the Practice Director for Specialized Services and I look forward to helping you learn more about how our Practice can help take your organization to the next level!

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Start a conversation with one of our specialists today!

Connect

Meet Our Specialist

Trent Patterson
Practice Director

