

“ Trianz has not only proactively addressed our business needs, but has also enabled self-service. CSAT surveys are now a delight to conduct! ”

CTO

Fortune 500 engineering services



MY PROBLEM

Needed to assess erstwhile IT Service Management solution and address potential implementation gaps due to outdated processes after a then-recent acquisition.

SIMPLY SOLVED

Trianz first analyzed our ServiceNow environment, ITSM apps, hardware and software assets, CMDB and discovery, service catalog and integrations. It then documented the findings in a detailed gap analysis report. Solutions were classified into short- and long-term remediation goals to tap the complete potential of the ServiceNow application.