

# Why GuideVision

Bringing **{life}**  
into your  
enterprise  
services

servicenow

**Partner**

Elite

**Talk with us**

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**guidevision**  
Bringing **{life}** into your enterprise services.

## Who we are?

We are a dynamic and progressive international company in ESM (Enterprise ServiceManagement) consultancy, exclusively specialised in customised ServiceNow consulting, implementations, training and support.

### **Exclusive focus on ServiceNow**

We are a top ten ServiceNow Elite Partner and top three ServiceNow specialised Elite Partner globally

### **Proven track record**

We have delivered more than 500 successful ServiceNow projects for various clients worldwide

### **Large pool of experts**

We are a team of more than 240 consultants and 6 branches in Europe

### **Consistently high CSAT ratings**

4.9 out of 5 average

## How we can help you?

We help clients reimagine and transform their enterprise service management with ServiceNow. We provide consultations, assesment and design, and customised ServiceNow implementations, trainings and ongoing support.

**Our mission is to make ServiceNow work for our client's custom needs and goals.**



### **How we do it?**

**A unique combination of strategic expertise, innovative technological knowledge, agile methodology and ability to carry through to completion.**

## Customer Value

### Strategic advice

Based on our in-depth knowledge and experience with ServiceNow, we are able to provide strategic insights and educate our clients so that they can get a good understanding of the tool and solutions it offers and make better strategic decisions regarding its implementation.

### Accelerated delivery

We use agile development to accelerate the delivery of initial business value, and through a process of continuous planning and feedback ensure that value is continuing to be maximized throughout the development process.

### Keeping our promises

We are proud of our ability to carry our duties through to completion and meet promised delivery deadlines, proven on various successful projects with highest level of customer satisfaction.

### Enabling innovation

As software developers, we know great tech when we see it, and that's why we love ServiceNow. Our consultants have the necessary technical knowledge and experience to understand your needs and requirements and prepare innovative solutions that will support your digital transformation initiatives.

### Best practises

With more than 500 successful ServiceNow projects delivered we know the nuts and bolts of the tool and bring best practises to ensure quality outcomes and the highest levels of customer satisfaction.

## Solutions we offer



### IT Service Management

Harness ServiceNow's power to modernise and transform your IT service delivery, provide consistently great service and increase productivity.



### IT Operations Management

Turn IT into a proactive business partner. Gain visibility into your operations footprint, manage service health, and optimise service delivery and spend.



### IT Business Management

Drive your strategic portfolio planning and execution. Align work to business priorities, redirect spending to critical apps, and speed time to value.



### HR Service Management

Eliminate frustration and improve employee satisfaction with a single access point for efficient, personalised HR services.



### Customer Service Management

Elevate your customer service from request to resolution. Connect customer service with other teams to resolve issues quickly and proactively.

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