



THE SOLUGENIX SERVICENOW TALENT DIFFERENCE



The Solugenix Difference

We specialize in providing onsite ServiceNow professionals who can augment your ServiceNow capabilities. For over 45 years, Solugenix Corporation has been providing solutions in the ITSM domain to some of America's leading companies. We understand that IT Service Management (ITSM) has become the focal point for enhancing IT value and impact to an organization's core business. We bring our decades of Service Management experience to enhance your ServiceNow talent.

To put it simply – we understand IT Service Management.

Our professionals bring a perspective beyond just the knowledge of ServiceNow. They are IT Service Management professionals with expertise in ServiceNow backed by an organization that has been in the Service Management domain for decades.

Whether you need help filling a few ServiceNow positions or want to outsource components of your service management portfolio as managed services, we have the resources, experience and expertise you are seeking.

The Challenge

Dynamic business objectives, a growing Service Management portfolio and a need for qualified ServiceNow talent are challenges facing companies trying to support their IT Service Management (ITSM) function. Organizations are finding it increasingly difficult to identify and maintain the combination of ServiceNow product knowledge and IT Service Management talent in-house.

- **Why Solugenix is Your Ideal ServiceNow Talent Partner: Solugenix has over 120 service management specialists** currently assigned across the country (many at leading Fortune 1000 companies). Our professionals are grounded in foundational capabilities of consulting, IT Service Management, and system integration.
- ServiceNow Project Managers that bring broad experience in strategy, planning, execution and management of enterprise-wide Service Management initiatives.
- Service Management Business Analysts who have the **ITSM experience and acumen** to facilitate transparent and seamless functionality between people, processes and technology that aligns business and IT goals.
- ServiceNow Administrators that ensure that applications are always **accessible, responsive, and interoperable** across the enterprise.
- ServiceNow Developers that bring **deep experience** in the best ways to enhance, maintain and customize existing ServiceNow implementations that seamlessly integrate with existing/legacy infrastructure and applications.

Solugenix Differentiators: **FOCUS, DEPTH & REACH**

- **Solugenix is focused on Service Management** and has been involved in many aspects of this for decades: Application Support, Contact Center Services, Infrastructure Services, Change Management, and Release Management.
- **Solugenix has depth.** We know ServiceNow, Service Management, ITIL, and we run leading-edge service desks for some of the most demanding customers in heavily regulated industries.
- **Solugenix has the nationwide reach** needed to bring the best ServiceNow talent for optimal fit.

Talent Identification Approach

Our recruiting methodology combines a stringent evaluation of ServiceNow expertise and understanding of IT Service Management principles. Our evaluation process includes assessment for softer skills that are critical for success within the dynamics of your organization. Leveraging from best practices in recruitment, we identify the ideal candidate match for your requisitions.

We do the heavy lifting, you spend less time selecting from a pre-qualified pool that better suits your requirements.

Each of these IT professionals is highly proficient in their domain-specific skills while bringing a deep understanding of ITIL, SDLC and ServiceNow product knowledge. Their superior communication and interpersonal skills enable them to seamlessly integrate into your business culture.



Now that you understand the Solugenix difference and how we can expand your ServiceNow team with the best talent, please give us a call today at **1-866-749-7658** or email us at info@solugenix.com for more information.