

SOLUGENIX

SERVICENOW® REMOTE ADMINISTRATION



The Solugenix Difference

For over 45 years, Solugenix Corporation has been providing technology and service management solutions to some of America's leading companies. Now Solugenix brings decades of IT Service Management (ITSM) experience to the ServiceNow platform to provide companies with the Remote Admins they need to support their ServiceNow installation.

How We Can Help

We have experienced ServiceNow professionals dedicated to support your ServiceNow needs, so that your team can focus on your core business. Solugenix ServiceNow professionals have the ITSM experience to facilitate seamless functionality and align business and IT goals between people, processes and technology. They can support companies in the following functions:

General Administration and Support

- User Administration
- Group Administration
- Role Administration
- Access Control List (ACL) setup
- LDAP/SSO Integration
- CMDB. Configuration Item Updates - Manual

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How We Can Help (continued)

Application Maintenance and Support

- Incident Management
- Problem Management
- Change Management
- Knowledge Management
- Events and Notifications Management
- Self Service Portal
- Service Level Management
- Service Catalog and Service Request Management

Value-added Services

- Application Change Requests/Enhancements*
- UI customization
- Workflows
- Update Set Management / Promotion
- Unit Testing*

**Up to four hours per request*

How It Works

We provide flexible subscriptions so that your organization can easily get the right amount of support it needs, and when it needs it.

Subscription Options	OnDemand (Pay as you go)		80hr Monthly Subscription		160hr Monthly Subscription	
	US	Offshore	US	Offshore	US	Offshore
Hours	1	1	80	80	160	160
Price*	\$125	\$50	\$ 7,200	\$ 3,200	\$ 13,600	\$ 5,600
What's Included						
General Administration and Support	✓	✓	✓	✓	✓	✓
Application Maintenance & Support	✓	✓	✓	✓	✓	✓
Value-added Services	✓	✓	✓	✓	✓	✓
Pricing per hour beyond subscription pack	-	-	\$90	\$40	\$85	\$35
Expiration	Use within 12 months		Use anytime within one month, 6 month minimum			

Best Deal
32% savings¹

*Pricing as of March 3, 2017. Prices are subject to change.

¹Savings when compared with OnDemand, Pay as you go Option.



Expand your ServiceNow team with the best talent, give us a call today at **1-866-749-7658** or email us at info@solugenix.com for more information.