



## We are your full lifecycle partner, delivering accelerated service delivery

We are a team of Enterprise Service Management and Automation professionals. We're dedicated to aligning your technology with your business goals. We develop innovative solutions, implement and integrate them successfully to improve your bottom line.

As full lifecycle ServiceNow Partners, we have been managing ITIL, ITSM, SIAM and ESM ServiceNow projects since 2010.

## Why Unifii?



**Consulting:** Our team is a combination of ServiceNow specialists and consultants from client-side roles. This means we have technical expertise and a unique positioning to understand what clients need.



**Personalisation:** We design, implement and integrate solutions based on industry best-practices and tailor them to meet our clients' needs.



**Delivery:** We have an integrated approach to delivering projects and continuously enhancing the results. This allows us to deliver the best time-to-value outcomes during our engagements.



**Innovation:** Our Accelerated Delivery solutions offer an innovative alternative to 'out of the box' solutions and Quick Start implementations, that ensure project success and alignment to your business goals.

## Contact us

✉ [enquiries@unifii.co.uk](mailto:enquiries@unifii.co.uk) 🌐 [unifii.co.uk](http://unifii.co.uk) 📺 [unifii\\_team](#) 🌐 [unifii](#)

# We use the ServiceNow Platform to solve your business problems

## 1 A national education and training board

Simplifying, streamlining and re-writing an outdated and disjointed IPPS based on a legacy Oracle platform.

### SOLUTION

- Running a series of internal workshops to understand user requirements and map out an improved way of working, based on a single system
- Developing the Project Portfolio Management (PPM) module in ServiceNow as the base platform, with a working system ready in less than four months
- Utilised Skype for Business allowing the client to work closely with Unifii while delivering the implementation remotely

### BENEFIT

- Break down of silos within the business
- Streamlined functions enabling business users to carry out processes collaboratively and efficiently
- Transfer of skills to internal staff and removal of single points of failure

## A TIERED SERVICE PROVIDING THE FLEXIBILITY TO MEET ALL BUDGETS AND REQUIREMENTS

Unifii provide a range of professional and support services designed to help you get the most out of your ServiceNow platform. Whether its day-to-day support, enhancement management or strategic advice, our team of experienced ServiceNow consultants will ensure we continue to enhance your ServiceNow experience.

### WE ARE:



VALUE FOCUSED



SKILLED AND CERTIFIED CONSULTANTS



ENTERPRISE SERVICE MANAGEMENT



PROJECT PORTFOLIO MANAGEMENT



DEVOPS

### OFFERING:

## 2 A global spread betting and CFD provider

Implementing an ITSM tool and processes for a client facing a challenging regulatory environment.

### SOLUTION

- Delivering an in-depth analysis to ensure ServiceNow would meet the standards and compliance regulations
- Designed and implemented a range of ITSM processes with strong governance and auditability
- Training, knowledge transfer and demos to ensure widespread cultural adoption, supporting the business change program

### BENEFIT

- Improved governance and auditability enabled better visibility of incident, changes etc. for internal and external stakeholders
- Data driven process design resulted in reduced lead times for updates to processes and quicker reactions to business requests
- Success of IT delivery led to other business functions onboarding onto the platform for operational processes

Our comprehensive service addresses common ServiceNow management and support issues with flexible, tiered and cost-effective service offerings, allowing you to design a service and package to meet your budget and business needs.