



MSNow

Aspire's ServiceNow[®] Managed Services Suite

Why Managed Services?



\$8000
spent every month by an organization in hiring and retaining an IT staff.



81%
of organizations incur over \$300,000 loss in 1 hr of network downtime.



65%
of an average IT budget is spent simply in system monitoring efforts.



\$100
per hour is the amount spent on an average for a technician in the break-fix mode of IT infrastructure services.

“ A 2016 Small Business IT Survey by Clutch reveals that **59% of IT services have already transitioned from the traditional break-fix model to a managed service contract** ”

Aspire's MSNow

As a registered ServiceNow solution partner, Aspire Systems has harnessed the experience from various global ServiceNow implementations to create a Managed Services suite. With our tailor-made solution that encompasses many critical modules of a ServiceNow implementation, including ITSM, ITOM and ITBM services, organizations can be assured to reap the maximum ROI and scale effortlessly.

Core Structure of MSNow

Administration

- Application maintenance
- Access Management
- SLA Administration
- License Management



Support

- Network, Server and Data Management
- Security & Backup management
- 24/7 IT support



Custom Development

- Enhancements
- OOB Applications
- Custom Applications
- Patch-fixes
- Instance Upgrades



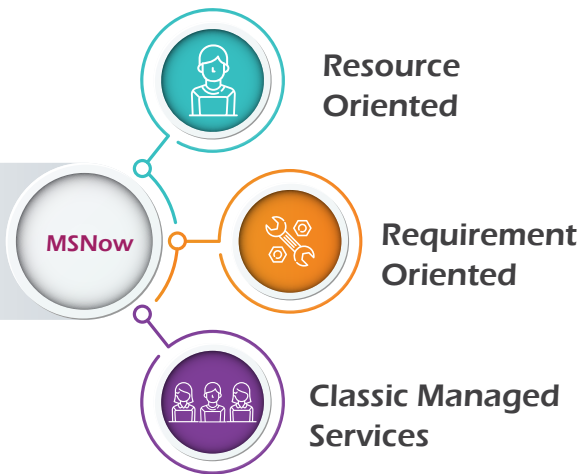
Integration

- Intregation of modules across third-party implementations
- Integration with existing IT setup



MSNow Engagement Models

Enterprises can realize their MSNow implementation in 3 ways.



Resource Oriented

- Resources deployed based on the support requirements
- Mutually agreed SLAs with focus on achieving business goals
- Onsite-Offshore Model / Pure Offshore Model
- Flat monthly fee as per number of resources deployed
- Support Processes
- Time zone specific

Requirement Oriented

- Package of tasks, based on the Client's requirements
- Will be managed for the agreed period of time
- Fixed Cost – Requirements estimated and validated
- Onsite-Offshore Model / Pure offshore Model
- Consultant, Architect, Developers and required Support Engineers involved to drive the implementation
- Service Level Agreement
- Flexible work timings

Classic Managed Services

- Complete ownership and End-to-End support
- Applicable for Multi-year contract
- SLA driven approach that results in key process improvements
- Driven by budget and ServiceNow road map
- Onsite-Offshore Model / Pure offshore Model
- Consultant, Architect, Developers and required Support Engineers involved to drive the managed services
- 24/7 or time zone specific

About Us

Aspire Systems' Converged Infrastructure Support practice has been offering a comprehensive array of IT services for enterprises across 25 countries, including Fortune 500 companies, for more than a decade. Aspire's ServiceNow Maturity Model enables our customers to achieve a streamlined Service Management practice across their organization. Some of the valuable offerings in our capabilities portfolio are: Service Mapping and Event Management, Hybrid Cloud Management, CSM, SecOps, PPM, GRC, etc.

Contact Us

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