

Contender Activate IT

Increase response to business challenges and demand with modern principles.

Contender Advisory Services

Advisory Services brings decades of practitioner and enterprise transformation capabilities to our customers. Due to the age of digital optimization, the enterprise is hyper focused on achieving business outcomes through maximized efficiency. Our Advisory team works with the CXO and the key stakeholders across the enterprise to define, execute, and communicate a strategic road map to align people, process, and technology. Our service offerings provide a simplified delivery strategy with implementation tools based on the 80/20 rule.

Our Playbook focuses on:

- Organizational Design & Roles
- Business Process & Operational Models
- Metrics, Controls, KPIs, Reporting & Data Models
- Test Automation/Planning
- Story Level Templates
- Enhanced Engagement and Program Reporting

Simplified, Industry Leading, and Practitioner Approved

Contender's Advisory Services provides simplified transformation across the enterprise leveraging ServiceNow to digitize experiences within IT, Employee, and Customer workflows. As a service product within our Advisory Services Enterprise Portfolio, Activate IT leverages experiences in deploying ServiceNow to hundreds of successful customers, and building solutions backed by other echo-system partners, to streamline time-to-value.

What is Contender Activate IT?

Practitioner playbook based on Running IT as a Business, focused on:

- Stakeholder Analysis
- Defined Processes
- Operating Models
- Readiness Analysis
- Deployment & Configuration
- Established Story Level Templates

How is Contender Activate IT different?

- Outcomes based approach with end user and corporate strategy in mind
- Focus on time-to-value
- Structured Agile approach to ensure value delivery along the way
- Simplified Stakeholder decision making
- Executive/Strategy alignment
- Focus on designing for majority vs one-off



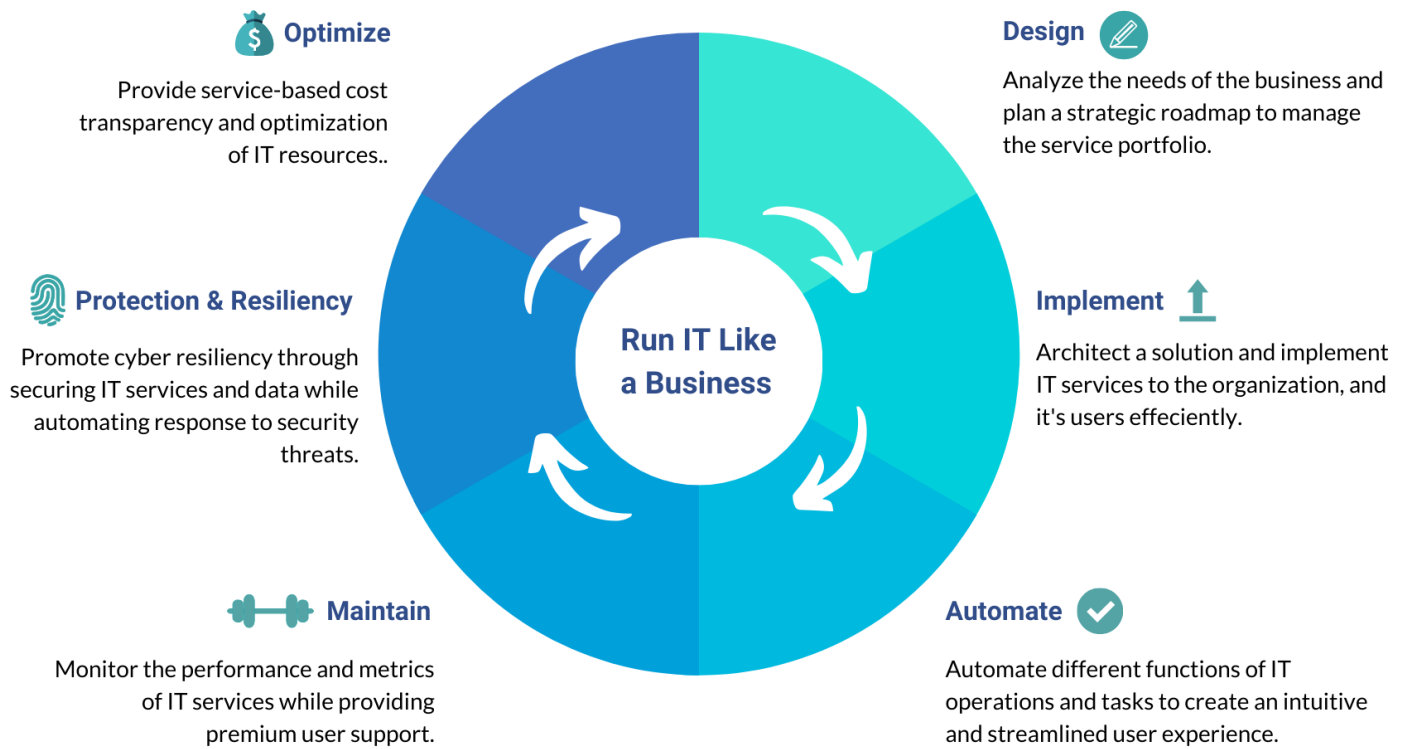
Employee Workflows



Customer Workflows

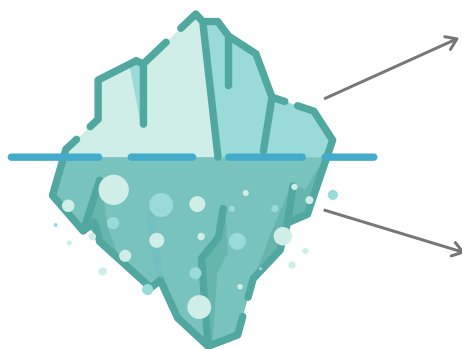
servicenow
Partner

Elite



Contender 360 Managed Services

Re-engagement with our clients is a key element to long-term success. The final phase of the "Activate" framework provides tactical plans for customer value realization through our Virtual Service Management Office (vSMO), delivered through Managed Services. In this final phase we are focused on ensuring the client sustains the changes realized from their program and leverages their success to identify and initialize future Enterprise "Activations".



Your team's focus

- The business of IT
- Business engagement
- Enterprise solutions
- Strategic roadmap

Our team's focus

- System admin functions
- Change governance
- Workflow optimizations
- System upgrades
- Architecture guidance

"How do we leverage the resources you may have? As a client you could be managing functions sitting beneath the surface. You want to own the business of IT without having to manage anything below that water line. This is where Contender comes in and provides " Virtual Managed Services" allowing your ServiceNow specialist to stay above the water line and focus on platform ownership"

-- Chris Cosentino, VP of Business Strategy & Partner Alliance at Contender Solutions

Our Team

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