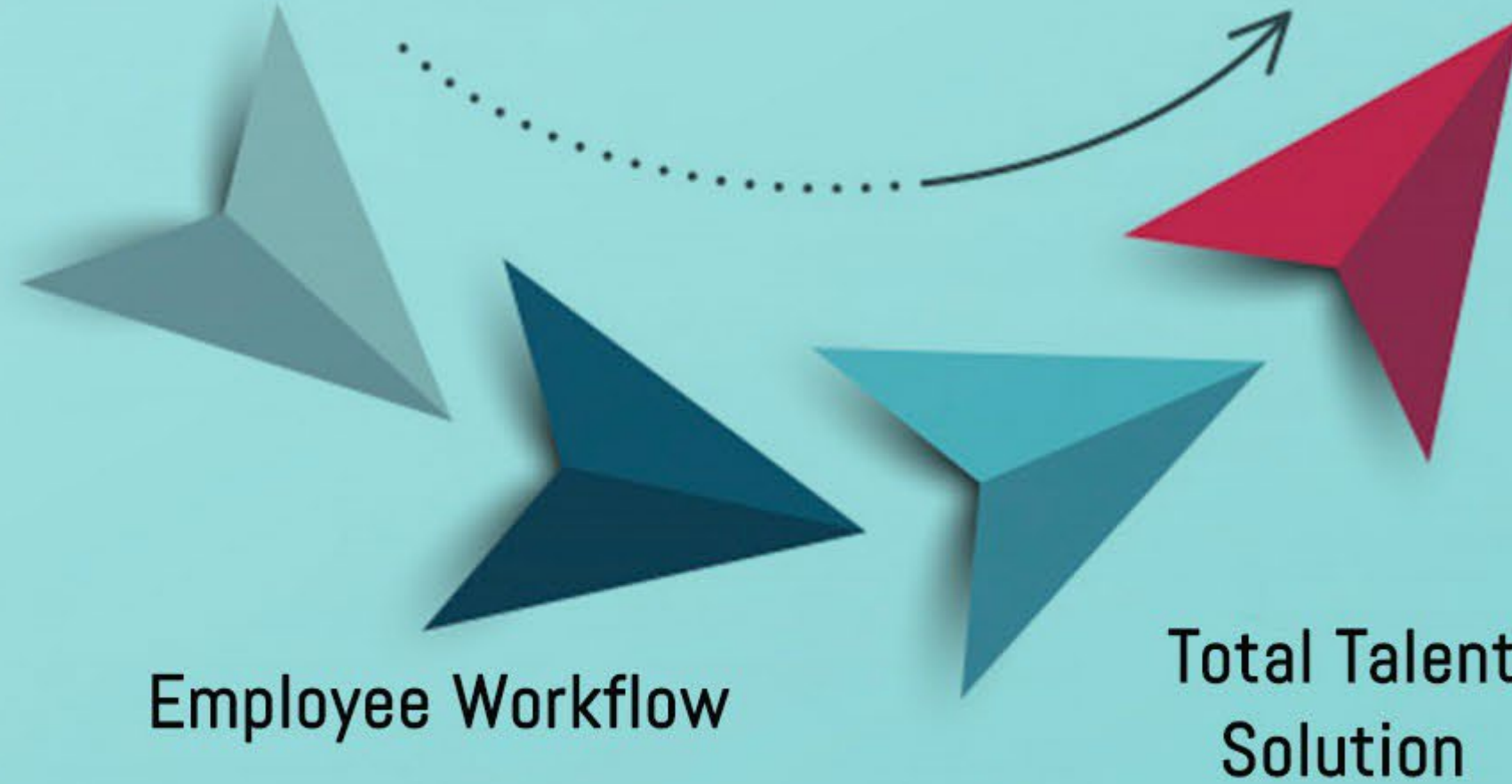


Customer Service
Management

HR Solution



INNOVATION WITH OUR PRODUCTS



SERVICE NOW
PRESENTATION 2022



20+ Years in IT Services

We have been in IT Industry for the last 20 years and support Clients with cutting-edge technologies and partnering clients with industry-leading cloud and software as a service(SaaS) platform providers. We have experience and have employees having experts in **Salesforce**, **ServiceNow**, and **Data Analytics**.

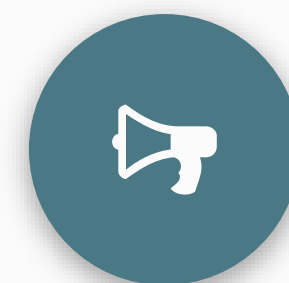
ClifyX is # 1 at “**Improving the Digital function**” for our clients



Providing World Class Solutions to **Global Fortune 500 Clients**



Salesforce and **ServiceNow** Partner



200 Certified SAAS Employees



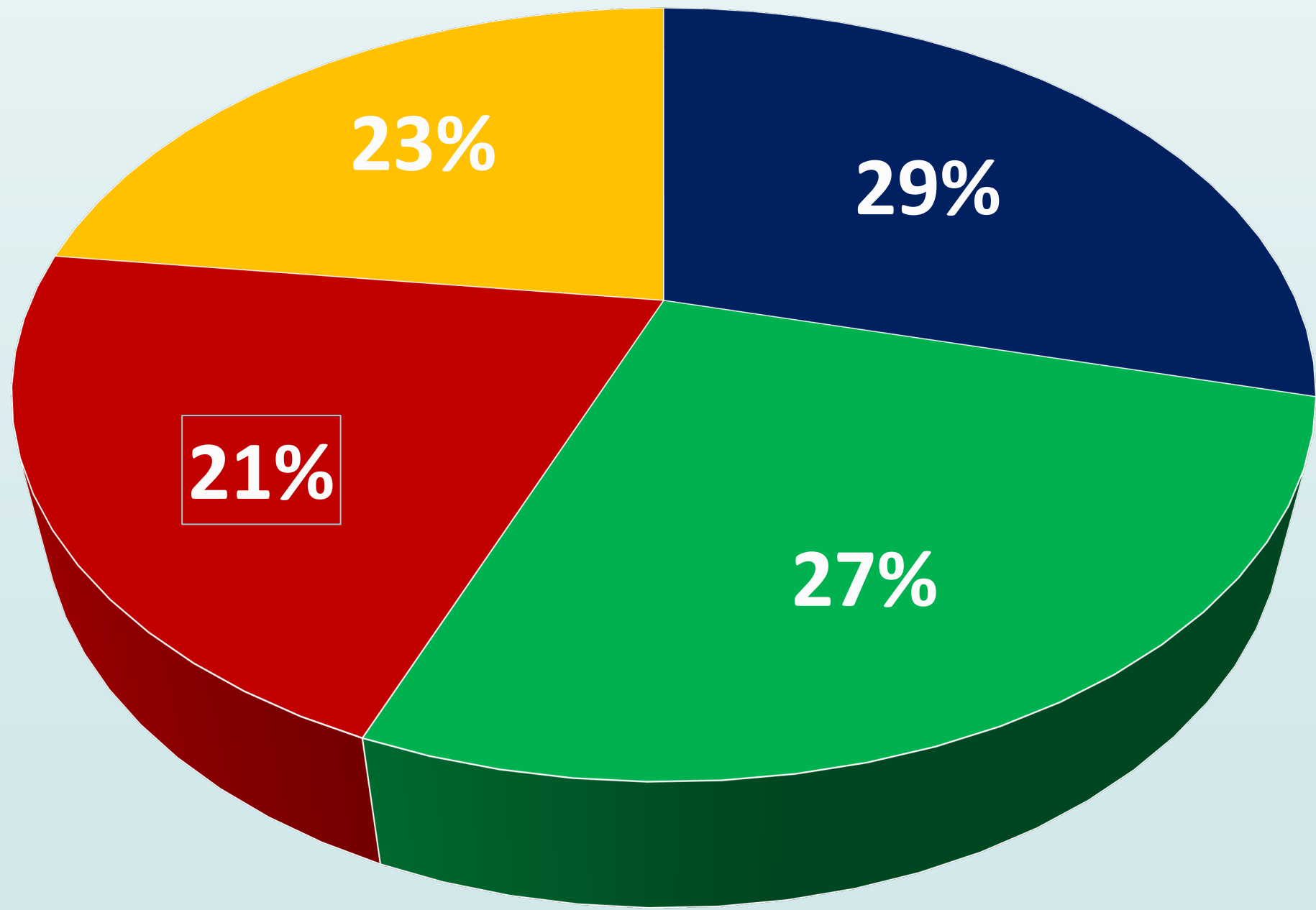
Global Recruiting Model
& locations



Incorporated in 1998 as a Minority Business Enterprise



ServiceNow Specialties



29%
ITOM

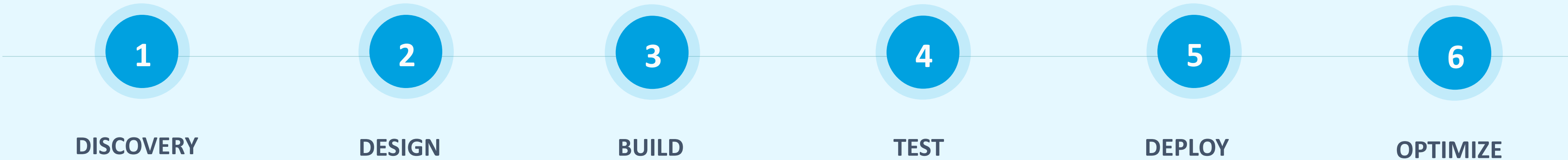
21%
CSM

27%
HR/Customer Workflows

23%
ITSM



Delivering ServiceNOw Solutions



2008
Year of Establishment

250+
Happy Global Customers

700+
Projects Completed

14+
Year of Experience
per Senior Salesforce Consultant

17+
App Developed



SERVICENOW TEAM CERTIFICATIONS



40+

SERVICENOW ITOM
CERTIFIED CONSULTANTS

35+

SERVICENOW ARCHITECT
IMPLEMENTATION SPECIALIST

10+

SERVICE Management CLOUD

20+

HR FUNTIONAL
CONSULTANT

8+

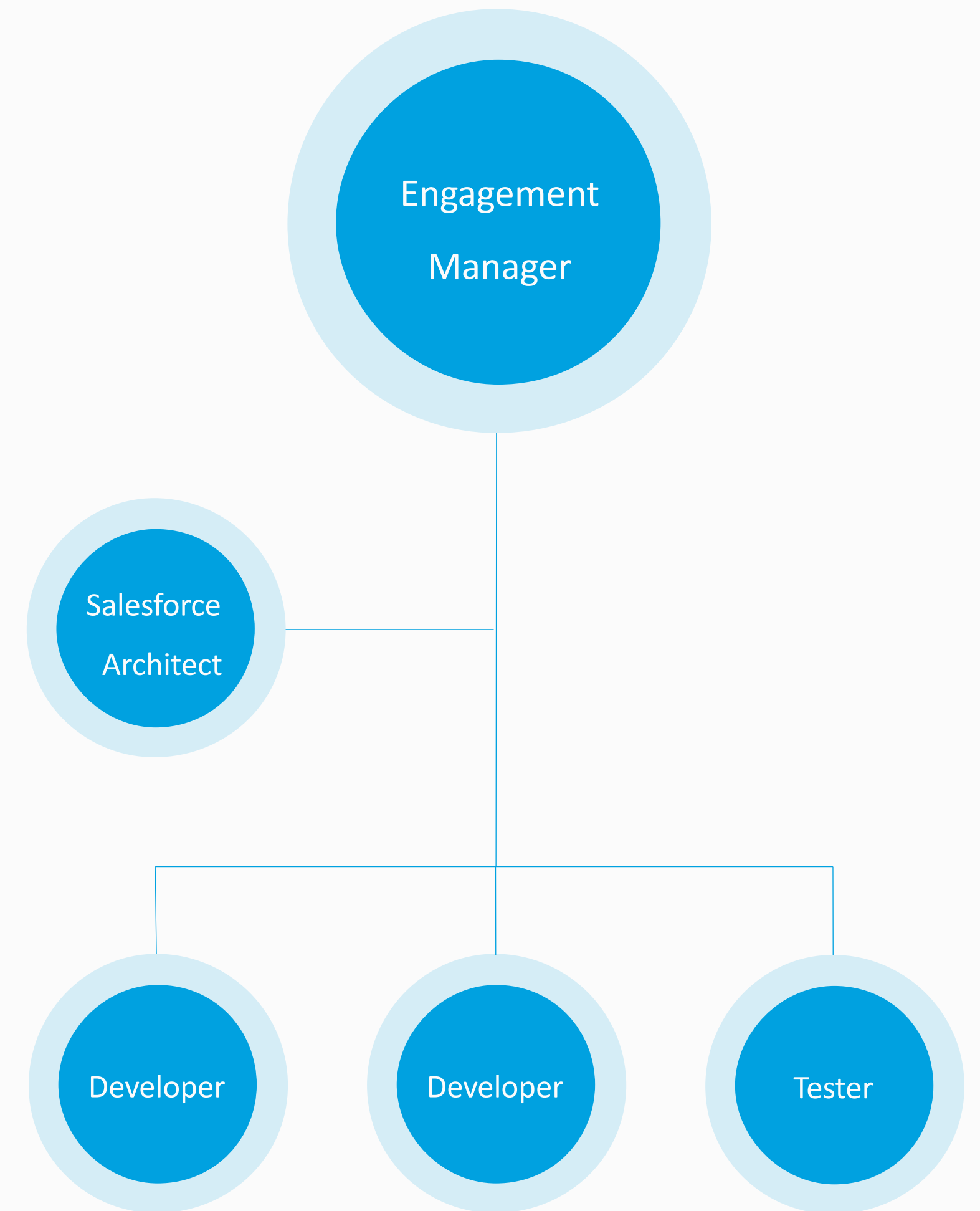
SERVICENOW ITSM SPECALIST

PROJECT IMPLEMENTATION



Advised best practices and provided hands-on development in ServiceNow cloud engineering, automation, and discovery solution.

- Integrate ServiceNowwith external Applications and Tools. Creating monitors and dashboards via JavaScript, AngularJS.
- Roll out / maintain / customize ServiceNow modules: ITSM, ITOM, ITBM, HR, CSM, Discovery, Service Catalog, PA, Orchestration, etc.
- Implemented ServiceNowITSM -Incident, Problem, Change, PPM, CMDB, Discovery, ITAM, SAM & Procurement



SOME OF OUR REFERENCES





4752+

MANPOWER STAFFED

250+

IT PROJECTS



OUR SUCCESS STORIES



BANKING & INSURANCE

 bancoctt

Module: ITOM

Services Implemented

- ✓ High Level Design and technical solutions for ServiceNow implementation
Architect Integrations with ServiceNow using LDAP, Trusted Sources for SSO, Mid server, web-services, email and other relevant technologies
- ✓ Did Data Migration, Data Cleansing, Data integrity
- ✓ Identified system deficiencies and recommended solutions
Perform normalization and synchronization of the CMDB

 AstraZeneca

Module: CSM

Services Implemented

- ✓ Transformed operations and empowered employees to address customer needs quickly and proactively. Solve issues by connecting the entire organization.
Designed and Architect ServiceNow CMDB and Discovery Jobs
- ✓ Designed and Architect Automation workflows using ServiceNow Integration Hub and spokes
- ✓ Identified system deficiencies and recommended solutions



INDUSTRY



Module: HRSD, GRC, ITSM

Services Implemented

- ✓ Act as the HR functional lead on ServiceNow upgrades, including reviewing and testing new features, impact analysis, and prioritizing enhancements for HR configuration and maintenance.
- ✓ IT ServiceNow Demand Management
- ✓ IT GRC Project (Policy & Compliance, Vulnerability Response)
- ✓ Enterprise Service Management Portal - Custom
- ✓ Meetings and Events request management - Custom
- ✓ Translation rollout for 10 languages



Module: ITSM, Security

Services Implemented

- ✓ Customized ITSM solution, including service catalogue
- ✓ Bi-directional Integration with Remedy - Custom
- ✓ On-Boarding Solution - Custom
- ✓ Security Management (Factory) Solution – Custom

HEALTHCARE



AGROPUR

Modules: PLATFORM, ITSM, ESM, MOBILE

Services Implemented

- ✓ Customized Service Hub solution, including Change, Incident, and Request Management. Service Desk Portal and Partner Portal. Knowledge Management. CMDB Configuration. Performance analytics for Management Reporting.



Module: PLATFORM

Services Implemented

- ✓ MSP Implementation and Management

OTHER SECTORS



Module: ITSM PLATFORM

Services Implemented

- ✓ Customized ITSM solution, including a complex service catalogue
- ✓ Customized services



Module: ITSM PLATFORM

Services Implemented

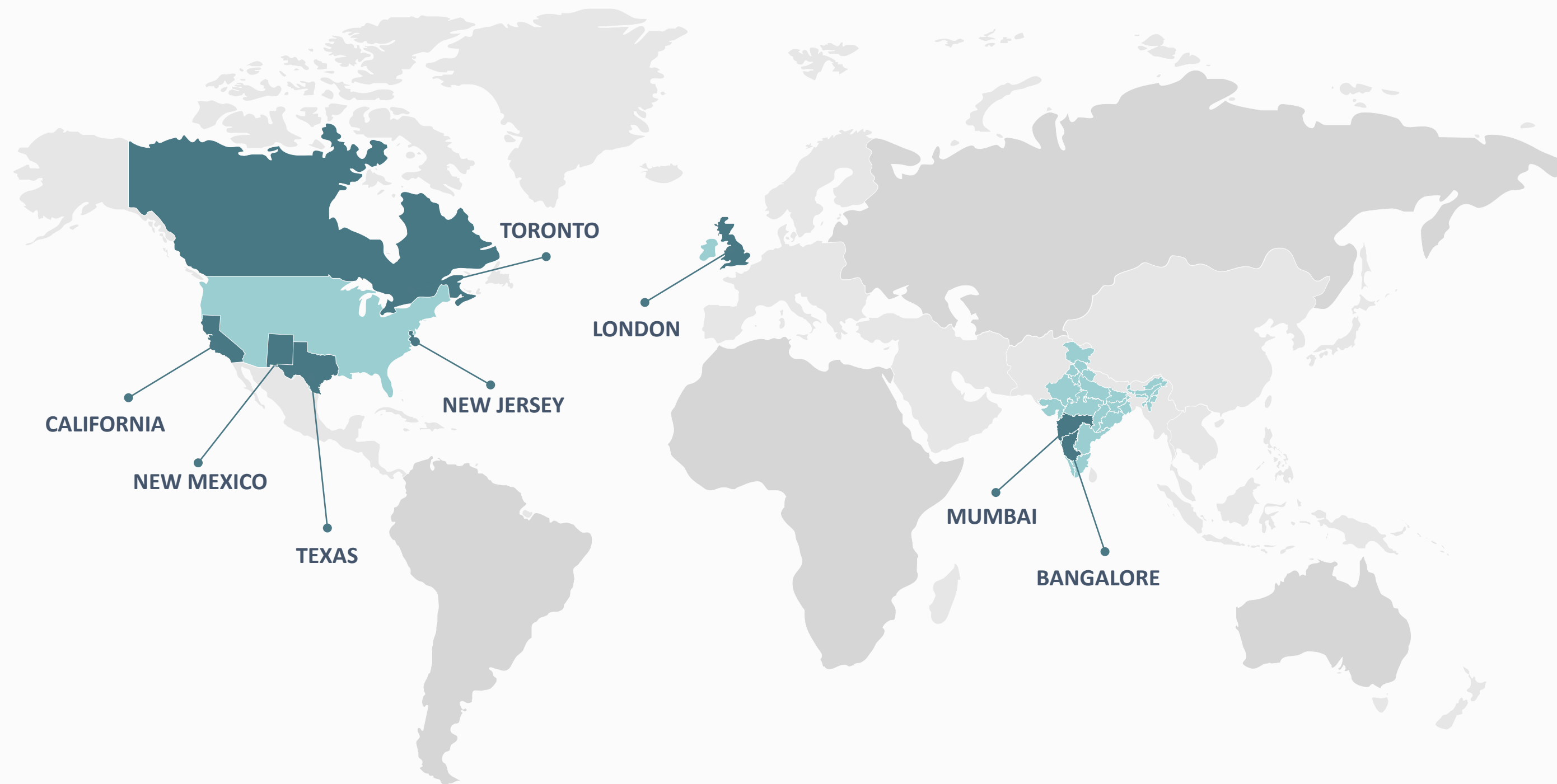
- ✓ Integration Module
- ✓ ITSM Solution, migration from CA



Module: ITSM PLATFORM

Services Implemented

- ✓ Customized ITSM solution, including service catalogue
- ✓ Customized Services
- ✓ Integration with Banco CTT ServiceNow Solution



AN EXPERTS ECOSYSTEM!



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