



servicenow™

MODERNIZE LEGACY IT SYSTEMS

About DxSherpa

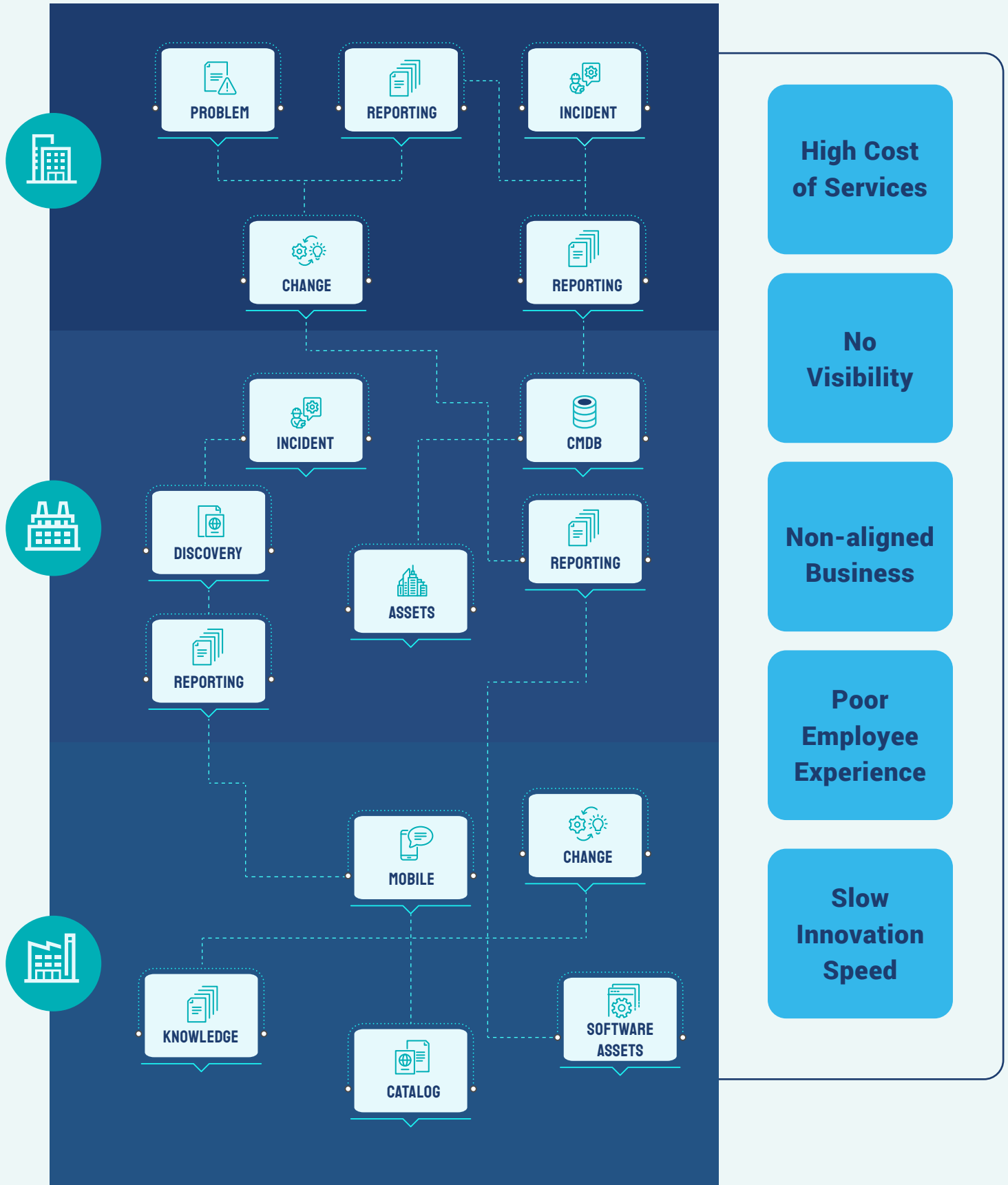
 <p>300+ Active ServiceNow consultants</p>	 <p>05+ Years of team exp.</p>	 <p>100+ Active Clients</p>	
 <p>04+ Continents served</p>	 <p>06+ Industries Served</p>	 <p>Number .1 ServiceNow Community</p>	

Who We Work With

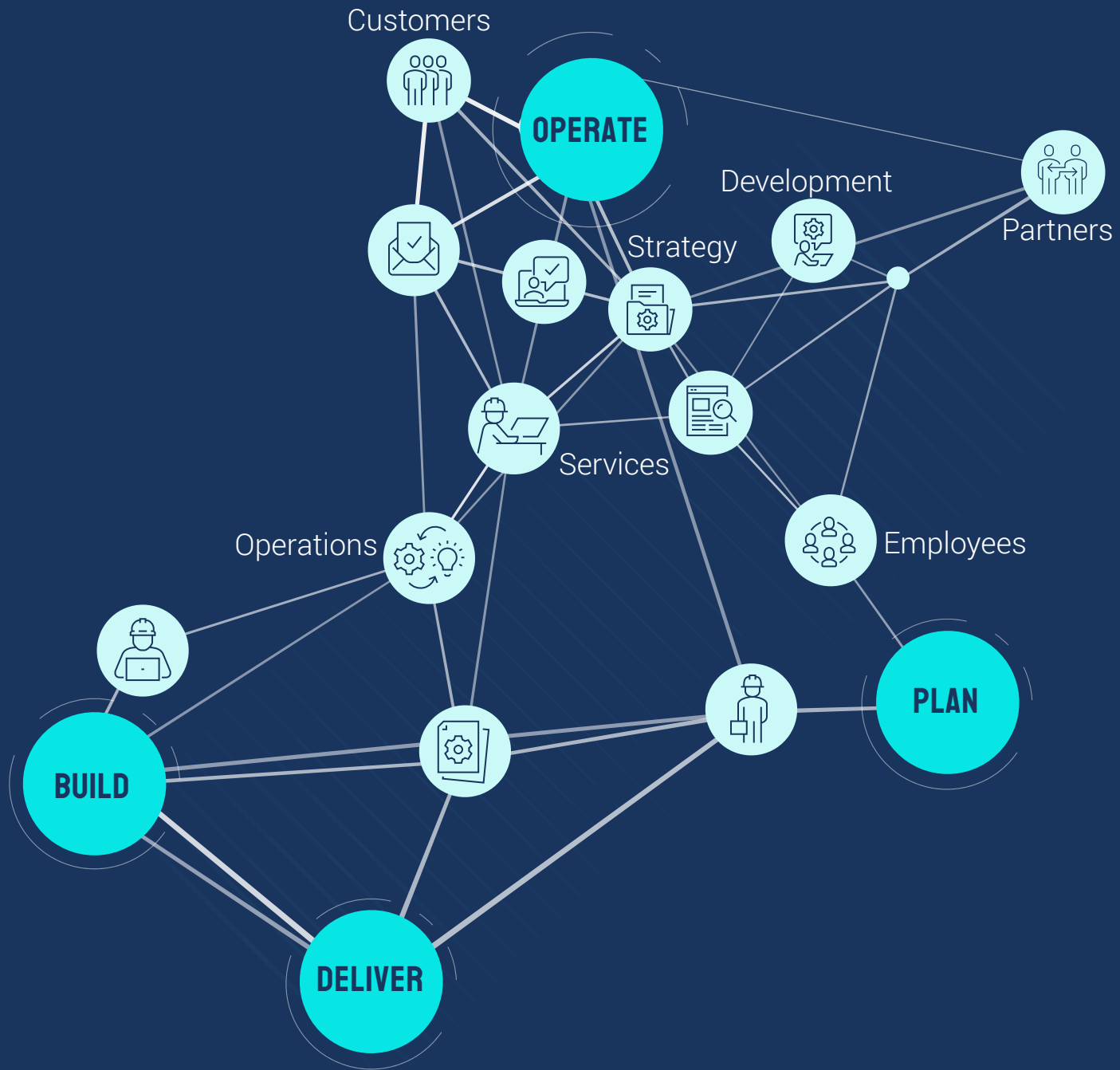
			
			
			
			
			



STATE OF ITSM LEGACY ENVIRONMENTS



COMPLEXITY WITH VENDOR AI TOOLS



IT needs to move from being reactive to proactive but existing tools are fragmented, reinforcing silos and non-responsive service. AI and chatbot point tools use their expertise in these areas as a disrupter, they do their best by making noise competing on price. Their key tactic is to go after targeted departments within an organization to help fill gaps with their AI powered tools, without addressing the larger need for a unified IT solution

That's because they can't. It is important for the IT enterprises to understand the need of unified ecosystem

Guiding Clients in their **Digital Transformation** Journey

After connecting with clients and prospects, we at DxSherpa have come up with a unique way of solutioning which focuses on three aspects

1

**Improving
Operational
Efficiency**

2

**Engaging Workforce
at All Levels**

3

**Empowering Customer
Experience with Our
Partner Platforms**

AREAS OF SERVICE



Increase Workforce Productivity

Increase workforce productivity through machine learning powered automation to eliminate mundane tasks and keep your human agents focused on the work they do best



Build Better Service Experiences

Build better service experiences. Solve requests quickly & accurately by empowering self-service and delivering always-on information



Continual Service Improvement

Drive toward continual service improvement. Align business goals to increase service quality at all levels of the business. Provide instant visibility to all employees to continuously drive improvements to increase efficiency and reduce costs

MODERNIZATION AGENDA

1
Modernize IT by
Consolidating to a Single
System of Engagement



2
Automate Routine Work
and Gain real-time Visibility,
Go from Firefighting
to Innovation



3
Deliver Better than
Consumer Experiences
that Make IT a Hero



TRANSFORMING YOU DIGITALLY

Modernize Your IT

Service Delivery with the Market Leading Cloud Solution

Respond Faster

and Reduce Tickets Using built-in AI

User

Experience

Deliver Unified Consumer

Experiences that Make IT a Hero



SYSTEM OF ACTION

NONS-TOP CLOUD

With DxSherpa, organizations can jumpstart their digital transformation. Our ServiceNow Nonstop cloud and single system of action empower IT organizations to spend more on innovation, improve productivity for IT and users, all while eliminating costly legacy tools and infrastructure.

We take away the complexity and radically simplify how systems are maintained and IT service is delivered

Layered on top of this is our shared system of action powered by our Now platform: With a single data model, IT can deliver contextual workflows and automate any business process. The platform's Intelligent Automation Engine combines machine learning with automated actions. It also includes a set of common services that our applications share including CMDB, user interface, mobility, Service Catalog, visual task boards and reporting.

And finally, a single entry point for users to submit requests and check status from their desktop or mobile device delivers a modern user experience.



CUSTOMER ITSM JOURNEY

CHALLENGES

- Functionality Siloed Processes
- Poor Customer Experience
- Slow to adapt

OPTIMIZE SERVICES



WITH DXSHERPA

- More Productive Employees
- Delighted Customers
- Increased Competitiveness

CHALLENGES

- Manual Processes
- Unhappy Employees
- Reactive Priorities

AUTOMATE DEVOPS



WITH DXSHERPA

- More Productive Employees
- Delighted Customers
- Increased Competitiveness

CHALLENGES

- Multiple Tools
- Decisions Without Data
- Reactive Firefighting

MODERNIZE ITSM



WITH DXSHERPA

- Unified IT platform
- Real-time Visibility
- Consolidate Legacy Tools, Switch to Innovation

DIGITALLY TRANSFORM WITH MODERN IT SERVICE MANAGEMENT

Switch from legacy on-premises tools and achieve these outstanding outcomes:



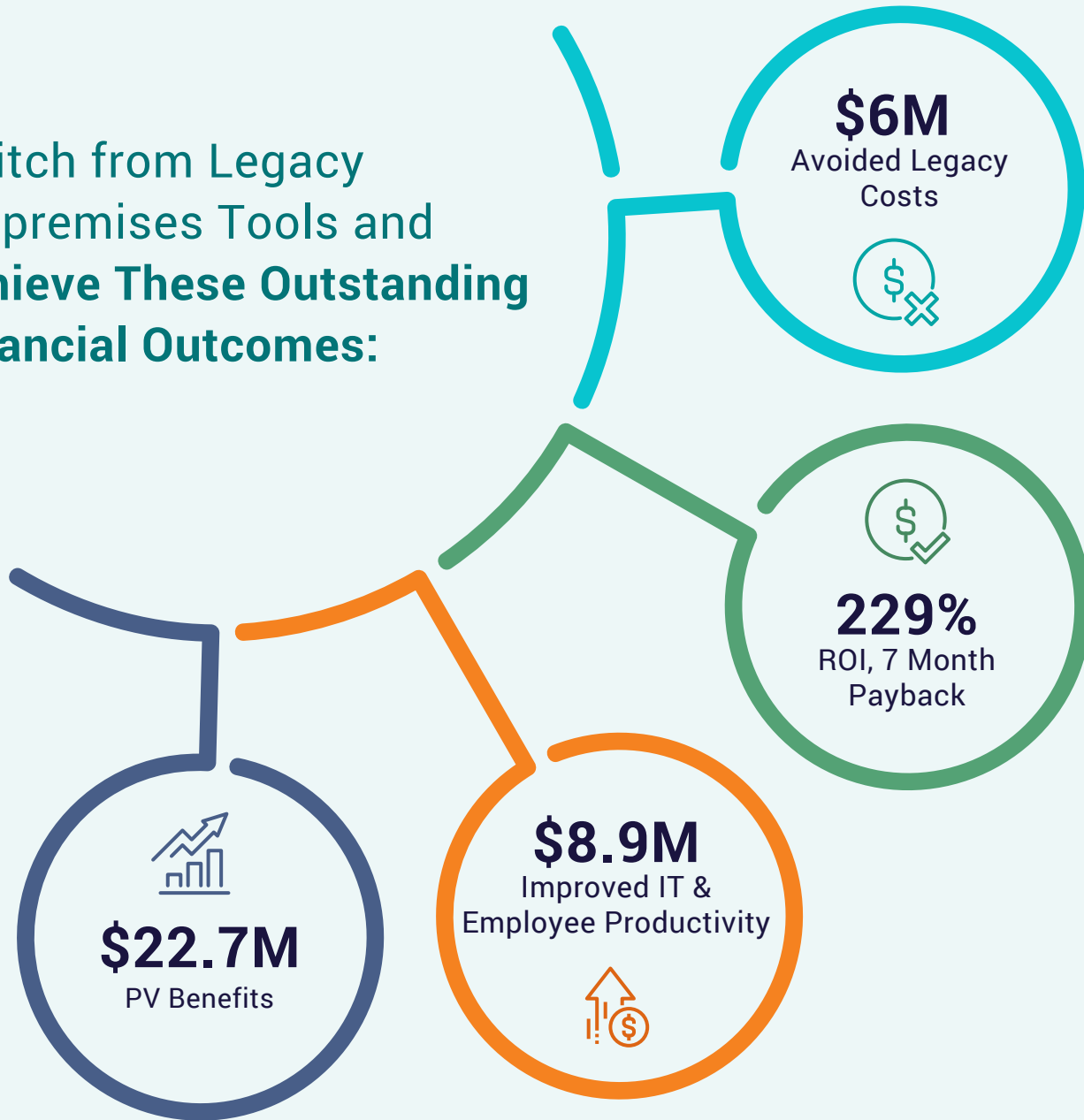
Based on the Total Economic Impact of ServiceNow

IT Applications a commissioned study, June 2019, conducted by Forrester Consulting on behalf of ServiceNow

FORRESTER

OPTIMIZE FINANCIAL RETURN, MODERNIZE WITH SERVICENOW

Switch from Legacy
On-premises Tools and
Achieve These Outstanding
Financial Outcomes:



Based on the Total Economic Impact of ServiceNow
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Consulting on behalf of ServiceNow

NETWORK SEARCH

BUSINESS



THANK YOU

DxSherpa
An EMERGYS Company



OUR LOCATION

Global HQ | United States
Sales office | India



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