Bringing {life} into your enterprise services

GuideVision provides world-class consulting, implementation, training and support services for corporate clients on the ServiceNow® platform.

guidevision
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About us – why GuideVision?

GuideVision is a dynamic and progressive consultancy committed to enabling clients to reimagine and transform their enterprise service management with ServiceNow. GuideVision empowers its international clientele through strategic advice, deep expertise and innovative technological knowledge. Our agile methodology enables structured progress on mission-critical ServiceNow implementations with short delivery terms. As software developers, we know great tech when we see it, and that's why we love ServiceNow. We know that the combination of our team with ServiceNow makes businesses run better, and our mission is to make ServiceNow work for you and your goals.

Our consultants have the knowledge and expertise to understand your business needs and requirements and to prepare the best solution which will support your digital transformation initiatives.

Contact us and see for yourself how we can lead you to achieve your vision of service management!

What is ServiceNow?

ServiceNow is a corporate process and service management platform (Enterprise Cloud). The platform includes a number of features, such as workflow, SLA, notifications or forms, which can be used to build any application operating on a common core that is the configuration database (CMDB). ServiceNow delivers ready applications built on the platform or only the platform for the developers to create applications from scratch.

ServiceNow is a cloud-based IT solution for both large and medium-sized companies.

The right IT management application can handle any IT problem, process or action, while most of the solutions offered by ServiceNow are focused on large corporations.

ServiceNow has also premium features including configuration management database (CMDB), and knowledge management which helps with the automatization of manual operations and with the self-service catalogue.

How does ServiceNow work?

ServiceNow operates based on good practices of the ITIL and recently also of the IT4IT. ServiceNow offers a fully automated workspace in all areas contained in the ITIL. Such a solution makes it possible to adjust the platform to the individual needs of a client.

The fundamentals of ServiceNow include:

- **CMDB (Configuration Management Database)** – stores information about configuration items (CI) of the IT infrastructure and business services.
- **Incident and Problem Management** – modules for managing incidents and problems in IT departments are indispensable in identifying and monitoring the causes of malfunctions.
- **Change Management** – a module designed to track changes made to configuration items. It makes it possible to always know the risk related to implementing changes.
- **Service Catalog Management** – service catalog management in ServiceNow is presented using Order Guides. As a result, every member of staff knows step by step the whereabouts of his query.

ServiceNow is an excellent tool for monitoring and generating fully configurable reports. As we mentioned earlier, the platform can be enriched with the Discovery module. It is used for automatic completion of the CMDB. Thanks to inbuilt advanced mechanisms, Discovery can identify most of the items within the network (LAN, WAN) and assign them to relevant CI classes. Not only is it able to passively gather data about CI, it can also manage them. This addition makes it possible to verify software licenses easily, monitor server activity and even update software on computers. Every instance of ServiceNow has an individual https address. This enables us to manage the platform from anywhere in the world.

Global infrastructure and security at ServiceNow

Achieving excellent accessibility results of up to 99.7% was possible thanks to 16 data centers located on 5 continents: Europe, Asia, Australia, North America and South America. The security of the platform is in the hands of a dedicated team of experts and an organization compliant with certificates such as ISO27001, SSAE 16 SOC1 Type 2, SSAE 16 SOC2 Type 2. The architecture of the ServiceNow cloud was built in the single-tenant model with a double-take disaster recovery and replication to separate data centers. Each client is assigned to 2 centers at the same location in order to ensure maximum data accessibility.

Overview of selected benefits of ServiceNow

ServiceNow provides a bundle of IT features as well as support for companies and developing enterprises.

CUSTOMER SERVICE	IT	SECURITY	HR	INTELLIGENT APPS
NOW PLATFORM™			guidevision	servicenow
USER EXPERIENCES	Service Portal / Service Catalog	Knowledge Base	Community	Status Notifications
SERVICE INTELLIGENCE	Supervised Machine Learning / Anomaly Detection	Peer Benchmarks	Actionable Analytics	Time-series Database
SERVICE EXPERIENCES	Workflow / Integration and APIs	Visual Taskboards	Low Code Dev Tools	Service Aware CMDB
NONSTOP CLOUD	Multi-Instance	Secure & Compliant	Scalable	

Below is a list of only some of the benefits that the system will bring to an organization:

- Knowing the status of IT systems, networks and software from a centralized, integrated point of view
- Possibility of creating intuitive and interactive manager's cockpits; reports delivered based on specific data at one press of a button
- Solid and detailed knowledge base which provides quick answers, instructions and simple solutions for standard queries as well as links to specific company information
- Delegating tasks and setting priorities effortlessly in real time
- Automated incident reporting helps users in quick problem solving
- The self-service portal feature helps users get more productive and have greater opportunities

Identify recurrent IT problems and develop effective solutions.

Why should you bet on ServiceNow?

ServiceNow combines process integration, safety, simplicity of communication and management. It enhances work efficiency and facilitates company operations. **ServiceNow** is an excellent tool for enhancing work comfort and execution speed. More information is available on the ServiceNow website.

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