

Zones ServiceNow

Zones' ServiceNow Practice delivers 24/7 support and proactive monitoring, ensuring seamless IT service management across SaaS, IaaS, and on-premises environments. Integrating ServiceNow with leading cloud platforms like Azure, AWS, and Google Cloud provides unified visibility, automated governance, and enhanced security. This approach helps customers optimize performance and achieve cost efficiency while maintaining compliance and control in multi-cloud ecosystems.

Business Challenges

- Legacy systems that hinder innovation.
- High maintenance costs and limited flexibility.
- Manual workflows that slow operations.
- Increased risk of human error.
- Lack of cross-department platform communication.
- Poor visibility and decision-making due to data silos.
- Stakeholder misalignment.

Zones Offering

- **ITSM:** Automate and streamline IT service delivery.
- **ITOM:** Ensure visibility, control, and service uptime.
- **ITAM:** Optimize IT asset lifecycle and governance.
- **SAM:** Manage software licenses and compliance.
- **HAM:** Track and optimize hardware assets.
- **AI Ops:** Predict and resolve IT issues.
- **Gen AI:** Enable intelligent automation with generative AI.
- **Now Assist:** AI-powered assistance.
- **Virtual Agent BOTs:** Self-service conversational AI.
- **RPA BOTs:** Automate repetitive, rule-based tasks.

Business Challenges

- Modernize legacy systems for seamless integration.
- Reduce maintenance costs with cloud automation.
- Digitize workflows to accelerate operations.
- Minimize human error with smart automation.
- Unify platforms across departments.
- Break data silos with centralized dashboards.
- Enable real-time visibility for better decisions.
- Innovate through AI-powered workflows.

Why Zones

- Achieve 50% cost reduction compared to competitors. Save money and leverage Zones' expertise in implementing and optimizing ServiceNow solutions.
- Work with a dedicated Technical Account Manager for strategic alignment and personalized guidance to align ServiceNow capabilities with your business objectives.
- Get on-demand training and self-service health assessments. Empower your teams with training and proactive system checks.
- Receive hands-on assistance designed to meet your unique operational and compliance requirements.

Case Study

- Zones implemented a nearshore development pod aligned to ServiceNow best practices and Zones' delivery playbook.
- Sprint-aligned delivery pods staffed with senior developers averaging 5+ years on the platform, holding CSA, CAD, and multiple CIS certs.
- Architecture-first gating: US architects handled solution design and quality gates; nearshore teams executed build and functional testing.
- Integrated QA & UAT readiness: Adopted a structured testing approach based on repeatable methods proven in large enterprise programs.
- Elastic resourcing: Scale up/down by sprint or workstream; no idle bench costs between waves.