



# Make the most of ServiceNow

servicenow.  
**PREMIER**  
Partner

Consulting &  
Implementation

servicenow.  
**PLATFORM**  
Partner

Build

servicenow.  
**PREMIER**  
Partner

Reseller

**We can enable you to leverage the full potential of **ServiceNow**, in complex environments, faster and painless.**

We bring bring 10 years of experience with ServiceNow and a passion for solving business challenges.

# Don't take our word, see what our clients say



I applaud your ability to deliver complex solutions in very challenging timelines.



ServiceNow Service Delivery Manager, **Endava**



I would recommend you to any company in need of ServiceNow or ITSM consulting services.



Global IT Quality Assurance Leader, **Autoliv**



Devhd became a very trusted and strong partner for us.



IT Demand & Account Management Lead, **veoneer**

# How Devhd helps

## IT Service Management

**Increase productivity and delight employees, wherever they work**

Consolidate disparate tools into a single platform

Empower users with an intuitive user-first experience available anywhere, anytime

Focus only on new priorities & innovations with data-driven analytics

## IT Operations Management

**Make better decisions, and prevent issues before they occur**

Gain full visibility over your IT environment

Identify & prevent significant changes and get a full visibility over the state of your business

Be consistent, compliant and decrease risks

## IT Asset Management

**Get full visibility over hardware, software and cloud on one platform**

Keep track of usage and minimize waste

Improve assets security by tracking assignment location and configuration

Stay compliant and prevent penalties and violations

## HR & employee experience

**Empower your people from their first day with you**

Make employee onboarding easy

No more waiting for weeks to receive equipment, access and actually start the job

A one-stop experience for everything your employees need

## Customer Service Mgmt.

**Elevate customer experience and connection**

Improve Customer satisfaction and loyalty

Offer intuitive and engaging self-service encounters with your business

Reduce costs with automated chatbots, service portals, CS inquiries

# Dedicated ServiceNow solutions



## Strategic Advisory & Consulting

Having the right plan makes or breaks an implementation. We start by understanding your business needs, goals, people and processes. And then build a strategy proposal that will help your digital transformation hit the mark.



## Professional Services

We put our ServiceNow expertise to work, to help you get value faster. We build & execute a roadmap that empowers the expansion of your solution to the entire business.



## Application Development

We enable you to take advantage of the development capabilities of ServiceNow. You'll get full-stack development power with a turnkey application structure that's ready to rock right out of the box.



## Managed Services & Support

We empower enterprises to retain fully benefit from your investment in ServiceNow, while retaining full management control of service delivery and overall strategy.

# Solutions designed for your team

## TECH GOVERNANCE & BEST PRACTICES

We enable your organization to use ServiceNow and effectively manage & govern IT operations, making sure you meet regulatory requirements and align IT strategy with business goals.

Implementation & customization of the platform

Training & support for users

Consulting on Best Practices

## TRAINING & EDUCATION

We offer comprehensive training and education programs to suit your team's needs, from basic admin courses to advanced customization & development.

Training & support for existing employees or entry-levels

Fully customizable, you choose the specific modules that align with your organization's objectives

Continuous learning support delivered in webinars and knowledge-sharing sessions

# Why work with us for ServiceNow implementation?



## We know ServiceNow inside out.

With over 100 projects delivered and over 40 custom built applications on the ServiceNow environment, we know our way around the platform well.



## We do more than tech.

When you work with Devhd you'll work with both our consultants and engineers. We focus on understanding your business and processes first, so we can build together in the right direction.



## We focus on quality.

We used tested and validated methodologies to build quality apps that reach your business goals.



## We invest in talent development.

In the business of expertise, our people make the difference. We strive to hire skilled consultants and engineers and grow the ServiceNow talent in Romania and beyond.

# Devhd at a glance

We are a pure-play ServiceNow professional services company, specialized in delivering custom, practical and sustainable digital workflow solutions, with a key focus on **enterprise application development and integration**.

20+

Developers & consultants

10+

Years of experience with ServiceNow

100+

ServiceNow projects delivered

40+

Custom ServiceNow applications built

40+

Certifications & accreditations

4.69/5

CSAT

100%

Customer Retention





# Are you ready to leverage the full potential of ServiceNow?

Let's talk.

[sales@dev-hd.com](mailto:sales@dev-hd.com)

[www.dev-hd.com](http://www.dev-hd.com)

Bucharest | Hamburg

