

## MAIN BENEFITS

**GUIDESUPPORT** maximises the value of your investment into the ServiceNow<sup>®</sup> platform and gives you the assistance of a trusted ServiceNow<sup>®</sup> certified partner to help you solve your business and technology challenges.

### **Certified ServiceNow<sup>®</sup> Resources**

**GUIDESUPPORT** is delivered by ServiceNow<sup>®</sup> certified technology experts with extensive project and support experience. **GUIDEVISION** has one of the largest pool of ServiceNow<sup>®</sup> experts in Europe<sup>1</sup>.

### **Excellent Service Quality**

**GUIDEVISION'S** enterprise customers are highly satisfied with the services they use, that is why they give us an excellent customer survey feedback.

### **Increased Flexibility**

**GUIDESUPPORT** is designed to be a flexible service. We offer standard packages to customers that can be changed flexibly based on the business needs.

### **Unbeatable Pricing**

Your operational expenses can be significantly reduced by using **GUIDESUPPORT** leveraging our significant cost advantage over our competitors.

### **Some Reference Customers**



T-Systems

XURA



### **Your challenges**

Are you a ServiceNow<sup>®</sup> customer?

Do you have challenges with finding experienced resources to develop and support your ServiceNow<sup>®</sup> instances?

Is your operations budget pushed by the high-cost of existing ServiceNow<sup>®</sup> service providers, as well as by hiring and training your own employees and contractors?

Are you unhappy with the service quality of your outsourced ServiceNow<sup>®</sup> service provider?

### **Our solution**

**GUIDEVISION** offers a solution to all these problems by providing enterprise customers world-class ServiceNow<sup>®</sup> support in a highly flexible way ranging from simple administration tasks through comprehensive configuration to extensive development. All this in a highly competitive business model utilising the best technology experts from our locations such as Prague and Budapest.

### **About GuideVision**

**GUIDEVISION** is, according to the number of ServiceNow<sup>®</sup> certified experts, in the top 10 ServiceNow<sup>®</sup> partners globally, and is the largest ServiceNow<sup>®</sup> partner in the Central and Eastern European Region. Our numerous global and regional enterprise customers and partners are highly satisfied with the services provided by **GUIDEVISION**, including our ServiceNow<sup>®</sup> implementation, development, integration, support, training, and custom application development services.



<sup>1</sup> as of 1st October 2016 based on ServiceNow<sup>®</sup>'s public Partner Finder service

# GUIDESUPPORT SERVICE OFFERINGS

## Lite package

For customers who need help with ServiceNow® data administration in a cost efficient way.

## Professional package

For customers who need help with the configuration of their ServiceNow® instances that typically covers existing customisations, reports, and catalogue items.

## Enterprise package

For customers who need highly skilled ServiceNow® developers to customise and upgrade their ServiceNow® instances.

	Free Trial	Lite	Professional	Enterprise
User, Group, Role, CMDB, and Other Data Administration	●	●	●	●
ACL Rule Administration	●	●	●	●
Data Export and Import	●	●	●	●
Customisation Support	●		●	●
Platform Support	●		●	●
Report Development including Performance Analytics	●		●	●
Catalogue Item Development	●		●	●
Standard UI Customisation	●		●	●
Business Analysis				●
Custom Development				●
Upgrades				●
Patch and Release Management				●
Expert Services - Architecture				●
Expert Services - Platform Health Check				●
Expert Services - Platform Performance				●
Expert Services - Ask an Expert				●
Package Price per Month	N/A	EUR 800	EUR 2300	Contact us
Hours Included in Package per Calendar Month	8	20	40	Contact us
Extra Hours Price	N/A	EUR 50	EUR 70	Contact us

## CONTACT INFORMATION



**GuideVision, s.r.o.**  
 Türkova 2319/5b  
 Praha 14900  
 +420 770 105 780  
 info@guidevision.cz



**GuideVision UK Ltd.**  
 71-75 Shelton Street  
 London WC2H 9JQ  
 +44 20 7164 6173  
 info@guidevision.co.uk



**GuideVision Magyarország Kft.**  
 Barázda u. 42  
 Budapest 1116  
 +36 1 211 2057  
 info@guidevision.hu