

ServiceNow Platform Value Realization

Make your ServiceNow investment work harder.

AHEAD's Platform Value Realization solution helps ServiceNow customers turn existing licenses and capabilities into greater efficiency, stronger adoption, and measurable business value.

Before renewing or expanding, understand what you own, what you use, and where your investment can go further.

AHEAD helps clients make ServiceNow investment decisions based on licenses, day-to-day usage, deployed capabilities, platform configurations, workflows, and business priorities.

More Value from What You Already Own

Activate underused capabilities, reduce redundant tools and customizations, and make better renewal or expansion decisions.

Streamline How Work Gets Done

Remove manual handoffs, simplify workflows, and improve process efficiency across the organization.

Make ServiceNow Easier to Operate

Clarify platform and process ownership, strengthen governance, and address the technical debt and lifecycle issues that limit progress.

Drive Lasting Adoption

Help teams use the platform consistently, embed better operating practices, and sustain change in daily work.

AHEAD's ServiceNow Platform Value Realization Program

Understand Your ServiceNow Investment

AHEAD's Platform 2.0 evaluation examines licenses, capabilities, usage, configurations, and technical debt to identify where your investment can go further.

Make Platform & Process Improvements

AHEAD remediates platform issues, simplifies configurations, activates capabilities, and redesigns workflows to improve ServiceNow's value to your business.

Sustain Value in Practice

AHEAD works with your teams to establish the ownership, governance, adoption, and measurement practices that keep ServiceNow aligned to the business.

Helping Turn Investment Into Value

FIVE DIMENSIONS OF PLATFORM VALUE

GOVERNANCE AND OPERATIONS

Ownership and decision rights
Operating model, policies, standards, KPIs

TECHNOLOGY

Architecture and integrations
Data models, automations, scalability

BUSINESS ALIGNMENT

Strategic priorities
Value measures, roadmap accountability

PROCESS

ITSM and ESM design
Lifecycle management, continual improvement

PEOPLE AND ADOPTION

Stakeholder alignment
Role clarity, training, change management

AHEAD works with platform teams, process owners, and business stakeholders to understand where value is being lost, make the right changes, and embed new ways of working among the people who use ServiceNow every day.

What You Get

ServiceNow
investment
visibility

Platform and
process
improvements

A roadmap
for greater
value

Adoption and
ownership

Why AHEAD

AHEAD brings together platform, process, operations, and organizational expertise to help clients move from assessment to action. Our advisors work with stakeholders across technology and the business to produce and implement recommendations that are practical, prioritized, and aligned to the way your organization needs to operate. We help clients establish early wins, strengthen the foundation, and build toward a more connected, governed, and outcome-driven ServiceNow environment.



Ready to Get More From ServiceNow?

Start with a clear view of your current state, a practical set of priorities, and a roadmap built around the outcomes your business needs.

AHEAD

Accelerate Your Impact.

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Learn more at
www.ahead.com