Aiprus Capability Presentation

ServiceNow Capabilities

Jan 2023

Agenda

- Corporate Brief
- Servicenow As A platform
- Our Servicesnow Capabilities
- Our Team
- Our Differentiators
- Why Aiprus

Corporate Introduction

Establishment
- Founded in Mar 2021
- Part of Anagha InfoTech (Founded in 2008)
- Employee: 45+ People
- Revenues: INR 3+ CR
- Offices: India (Jaipur and Gurgaon) and USA (Texas)
- IT Consulting Service Areas:
  - Staff Augmentation & Hiring Consulting
  - Managed Services
  - Product Engineering

Expertise
- Staff Augmentation
- Product Implementations
- Application Development and Maintenance
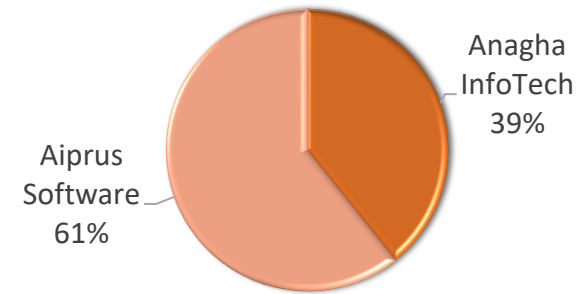- Mobile Development
- Quality Assurance

Experience
- Worked for 20+ Clients; 80 Projects Completed
- Product Implementation & POC's:
  - CRM: Servicenow, Oracle Siebel, Pega
  - ERP: SAP, Oracle
  - ITSM: ServiceNow, BMC Suite
- App. Modernization, Development & Maintenance:
  - Java & IBM Stack
  - Microsoft Platform
  - MEAN & MERN Stack
  - Cloud Technologies - AWS, Azure
  - Mobile: iOS, Android

Product Engineering
- Constant Product Development culture
- Product development in progress:
  - Servicenow based Intranet
  - POS System
  - Open Stack Intranet

Revenue Streams

Anagha InfoTech 39%
Aiprus Software 61%

Legend: Anagha InfoTech, Aiprus Software

OEM Partners
amazon web services
ORACLE PARTNERNETWORK
salesforce
SAP PartnerEdge

Global Partner Network
Sunsoft Services Inc
Bright Horizons
ISR Info Way
vServe IT Inc.
NAM
HEXAFORCE
InfoKeysInc
ITSUS

Direct Client Base
aa nri
inputZero
Gong cha
cyan melon School of Music
I-O2

In-Direct Clients (via routing partner)
ptc
VOLVO
Govt. Projects

Our Services

1 — Professional Services: Staff Augmentation

- Java & IBM Stack
- Microsoft Platform
- ITSM – BMC, ServiceNow
- CRM – Servicenow, Siebel,
- MS Dynamics
- MEAN & MEAN Stack
- Mobile Development
- Cloud Technologies - Google Cloud, AWS, Azure
- Project Management

2 — Managed Services

- Application Development & Maintenance
- Product Implementation
- PLM & Product Upgrades
- Platform Modernization
- PoC's & Custom Development

3 — Product Engineering

- Online Learning Management System
- Intranet System for Stat-Ups
- POS System

4 — ABCD

- AIML: Tensorflow, Torch, Keras or Caffe
- Blockchain: Ethereum, Hyperledger, BigchainDb
- Cloud Migration: Google Cloud, AWS
- Data Analytics & Science: SAS, R, Python, NoSQL, Hadoop

Our Capabilities Map

COTS Products

Platforms & Technologies

Cloud & DevOps

ServiceNow As A Platform

Connect enterprise

Deliver next-gen experiences
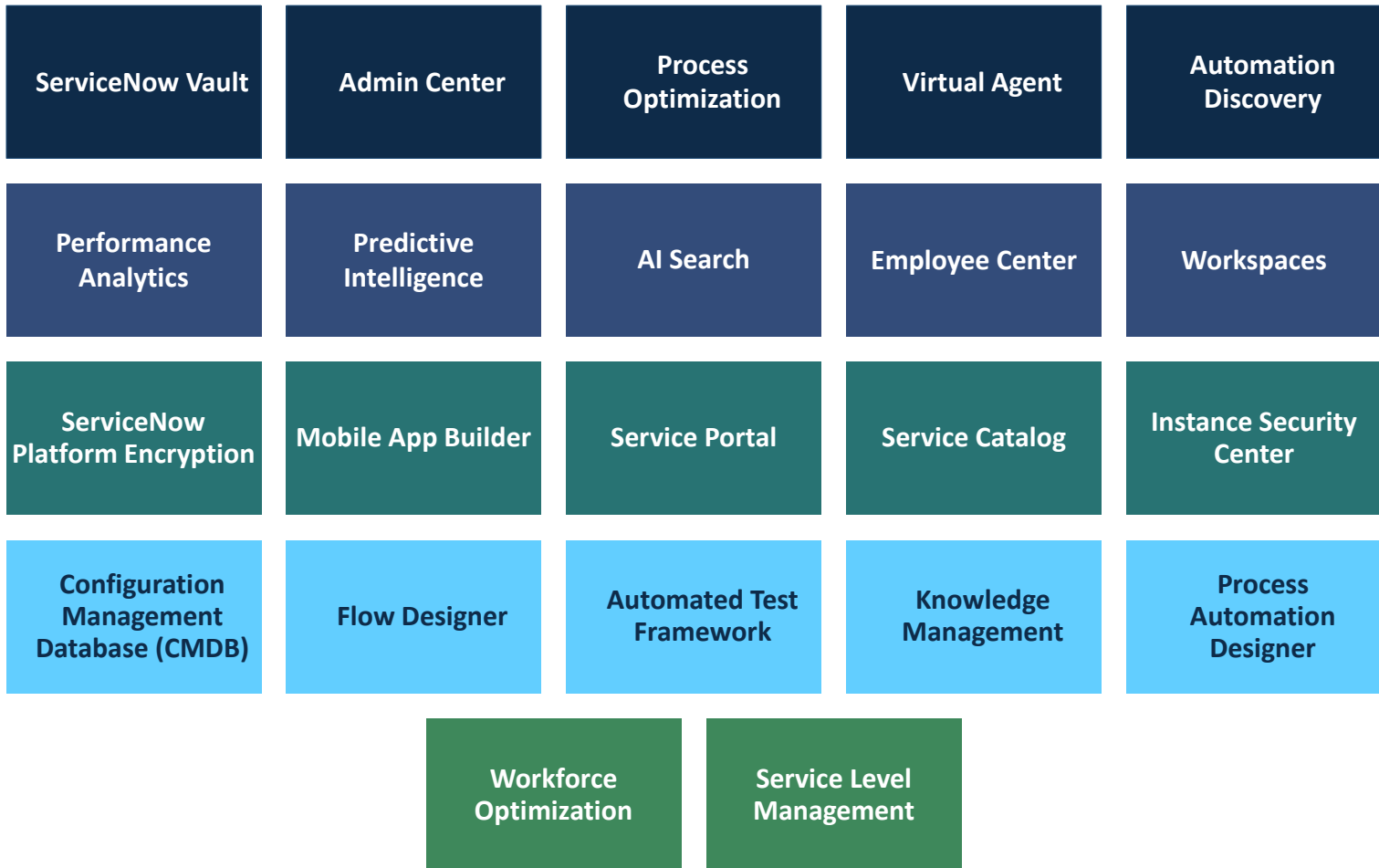
Drive workforce productivity

Work smarter and faster

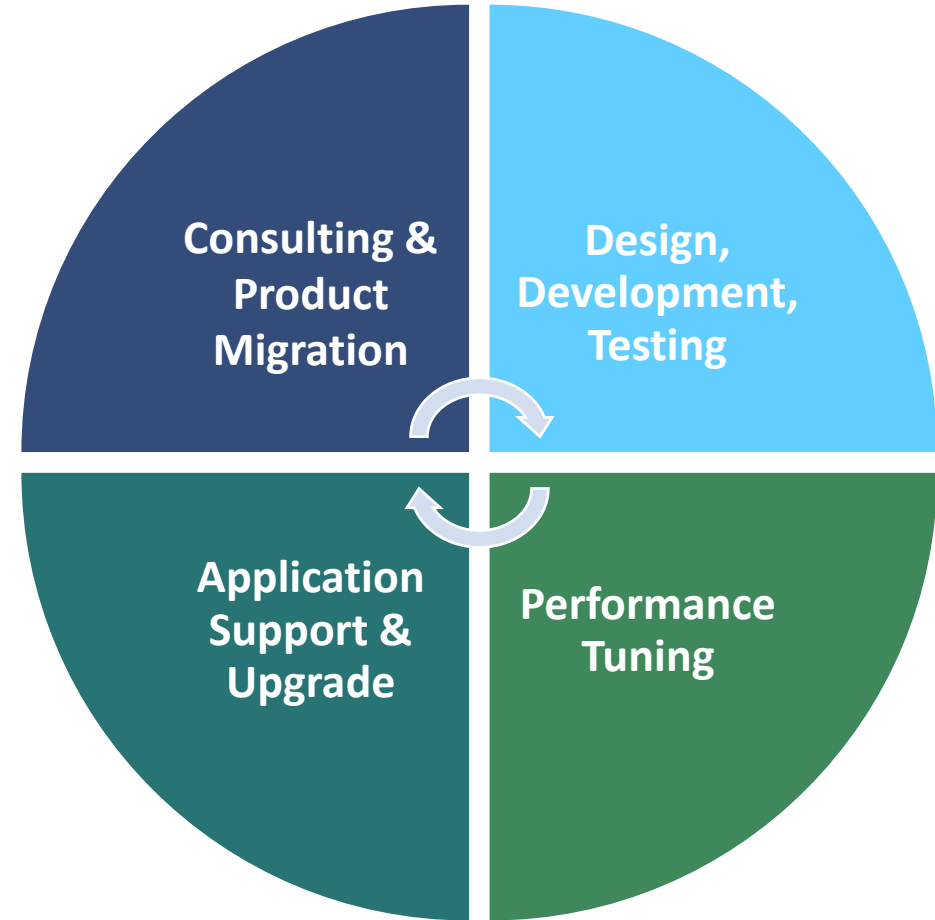Accelerate innovation

ServiceNow Platform Capabilities & Products

ServiceNow Vault	Admin Center	Process Optimization	Virtual Agent	Automation Discovery
Performance Analytics	Predictive Intelligence	AI Search	Employee Center	Workspaces
ServiceNow Platform Encryption	Mobile App Builder	Service Portal	Service Catalog	Instance Security Center
Configuration Management Database (CMDB)	Flow Designer	Automated Test Framework	Knowledge Management	Process Automation Designer
	Workforce Optimization	Service Level Management		

- Overview of IT Workflows
- IT Service Management
- IT Operations Management
- Strategic Portfolio Management
- Application Portfolio Management
- IT Asset Management
- Enterprise Asset Management
- Security Operations
- Governance, Risk, and Compliance
- Telecommunications Service Operations Management
- Operational Technology Management

Our Servicenow Services & Capabilities

Consulting & Product Migration

Design, Development, Testing

Application Support & Upgrade

Performance Tuning

Our Servicenow Offerings

Consulting | Migration

1. Product Consulting
2. Legacy Migration
3. Prototyping & MVP Development
4. Implementation Approach
5. Mapping Business Processes With ServiceNow workflows & Processes: Challenges and business goals; Quantifiable success goals)

Development | Deployment | Integration

1. Product Architecture Design service
2. UI/UX Design Service
3. End-to-end software product development
4. Software Product Testing
5. Solution Adoption

Support/Maintenance/Upgrade

1. Level 2 & Level 3 Application Support
2. Product Upgrade & Life Cycle Management
3. Quick Enhancement & Agile Development
4. Solution Onboarding within Organization
5. Organization Compliance & Security

Performance Tuning

1. Assessment: Health Assessment Report while focusing on key areas of platform performance (data quality, sandbox architecture, triggers, apex etc.)
2. Identification: Key areas of improvement & best practices adoption/OOB Adoption
3. System Monitoring & Enhancements
4. Automated Testing Framework

Our ServiceNow Solution Landscape

Business Process Solutioning

Service Portal

Enterprise Service Mgmt.

Workflow Based Application

Process Management

Workforce Optimization

Virtual Agent

Custom Apps

Assessment
Enhancing Overall Health & System Performance

Consulting
Creating Roadmap for Implementation

Implementation
Delivering (Development & Deployment) with Quick Turn-around Time

Integration
Connecting Applications to Servicenow

Migration
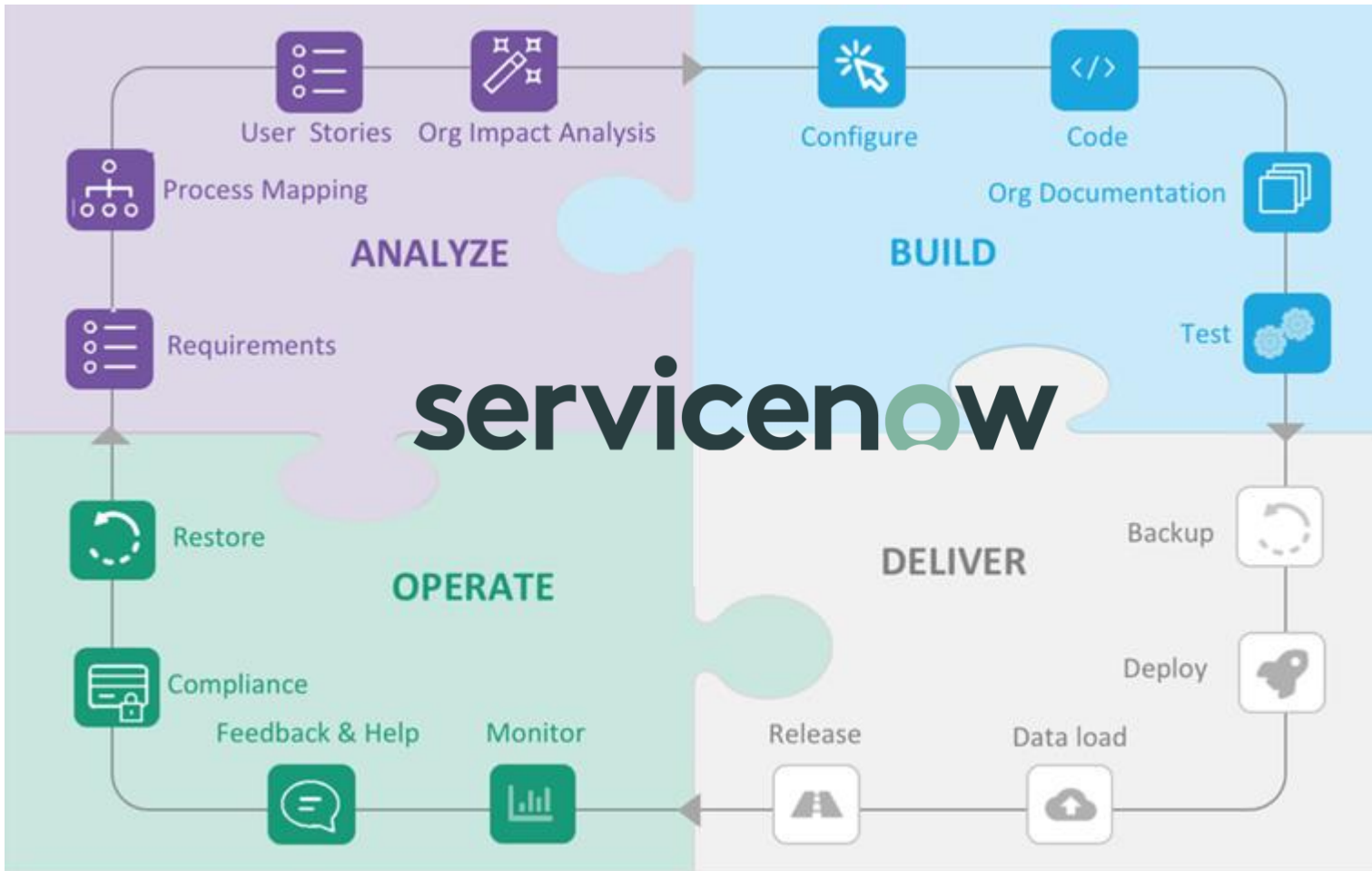Improving Efficiency by Moving to Cloud

Support
Making Servicenow Investment Successful

End To End Implementation Approach

We provide End – To – End Implementation Services:

- **Analysis Phase:**
  - o Understand customer's business objectives, needs and success criteria for implementation.
  - o We work with business to capture in-detailed requirements.

- **Build Phase:**
  - o We configure the systems; per the requirements and keep taking customer's feedback while making MVP releases.
  - o With an objective of quick feedback, lightening implementation, we keep on releasing the incremental builds and taking customer feedbacks.

- **Deliver Phase:**
  - o We follow incremental delivery model; while ensuring product adoption by users. Hence, releasing MVP's and onboarding users. We provide desired training and reference material to the end-users to facilitate their onboarding.

- **Operate Phase:**
  - o We provide L2, L3 support to resolve any operational issues; while following ITIL guidelines. We do necessary upgrades, as conduct all PLM activities as desired.

Custom Integration Design

Integration using Restful APIs

Integrations with third-party tools

Integrations with ERP Systems

Managed Support Offerings

Active Monitoring: Monitor Servicenow implementation, identify areas of improvement, recommend courses of action, develop best practices, and create an improvement plan

Ongoing Maintenance: Provide on-going maintenance and support for applications by working on enhancements & change requests

Persistent Administration: Continuous administration & maintenance including user management, security management, standard & custom object maintenance, data management, and package maintenance

Help Desk Trainings: Comprehensive training & help desk support services to ensure high end-user adoption

Automation:
- Cost Savings
- Efficiency Improvements

Product Support & Upgrade
- Application Maintenance & Support
- 24x7 L1, L2, L3 Support
- Preventive Maintenance

Service Level Adherence:
- Mean Time To Respond
- Mean Time To Resolve
- SLA Revisions
- Backlog Reduction

Ticket Management:
- Incident, Problem, Change & Release Management
- Emergency Change Management

Service Excellence:
- Customer Delight
- Survey & Feedback Management

Our Team

Servicenow Expertise

Team Size: 15

Projects: 5

- 40% Consultants with architect and consultant level certifications
- In-depth expertise across ServiceNow portfolio
- **Architected** Solutions for Healthcare, Travel & Hospitality and Manufacturing domains
- Agile development methodology to ensure rapid development & constant customer involvement to validate quality & direction
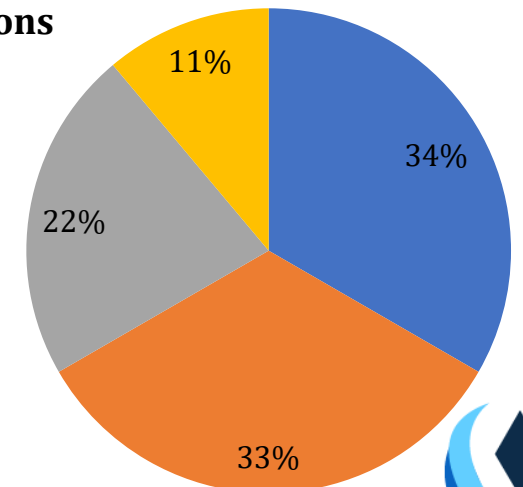
ServiceNow Team

- Now Platform Developer
- Architects
- Technical Leads
- L2 Support
- L3 Support
- Enterprise Service Management
- Operations Management
- Project Portfolio Management

36%
7%
12%
19%
10%
9%
5%
2%
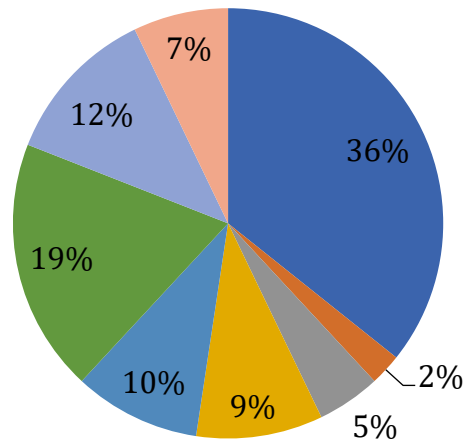
Certifications

- ServiceNow Certified System Administrator
- ServiceNow Certified Application Developer
- ServiceNow Certified Implementation Specialist
- ServiceNow Certified Application Specialist

34%
33%
22%
11%

Differentiators

Key ServiceNow Delivery Differentiators

ServiceNow Implementation Excellence

- Experienced Team
- Value Adding Consultants
- Skilled Servicenow Team

Implementation Methodologies

- Agile development powered by experienced people, processes and tools
- Product Implementation Mindset while managing and executing the project in MVP's

Best Practices Adoption

- Proven methodologies, reusable methods, accelerators & other assets to accelerate Servicenow implementations & mitigate risk
- Usage of Best Practices through-out implementation

Ownership

- Delivery Ownership
- Customer Success

Why Aiprus Software

THANK YOU

Queries & Enquiries Welcome!
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