

ServiceNow Assessment

Benefits

- **Know Where You Stand:** Get an expert, unbiased view of exactly where your ServiceNow platform stands today.
- **Eliminate Hidden Waste:** Identify underused licenses, modules, and configurations quietly draining your investment.
- **Reduce Risk:** Surface technical debt, governance gaps, and workflow friction before they escalate.
- **Walk Away With a Plan:** Receive a prioritized roadmap with clear next steps to get more from the investment you've already made.

Business Challenge and Solution

Getting more from ServiceNow doesn't have to mean spending more. Most organizations are sitting on untapped value – held back by configuration drift, underused modules, and unclear platform ownership.

Blue Mantis' ServiceNow Assessment gives IT leaders an expert, unbiased view of exactly where their platform stands – and a prioritized plan to move forward with confidence.



Key Features and Scope

Our ServiceNow Health Check covers six critical areas of your platform – benchmarking your current state against best practices and surfacing exactly what needs attention.

- **License Utilization:** Identify what you're licensed for, what's being used, and where money is going to waste.
- **Module & Feature Adoption:** Uncover underused or underperforming modules limiting platform value.
- **Configuration & Technical Debt:** Review your configuration against ServiceNow best practices to expose drift and workarounds.
- **Workflows & Process Gaps:** Facilitate stakeholder workshops to surface real operational pain points.
- **Governance & Ownership:** Identify where platform ownership is unclear and whether your governance structure is sustainable.
- **AI Readiness:** Evaluate whether your platform is structurally ready for ServiceNow's AI capabilities.



Why Blue Mantis

With 9+ years as a ServiceNow Premier Partner, Blue Mantis brings the depth and experience to tell you exactly what's working, what isn't, and what to do next.



Assess



Modernize



Manage