

Unlock Service Potential

Evora ServiceNow Assessment

Enhance Your Experience

Evora's assessment helps identify barriers that are holding your organization back from achieving the ROI you deserve. Our certified team of platform experts align with your business and walk in your stakeholders' shoes to understand the goals critical to success. Then, we provide an actionable roadmap to quickly implement high-priority solutions while maintaining a long-term strategy that optimizes operations and employee experiences.

Common Challenges



Unable to clearly define the services offered as an IT organization



Misalignment of services offered and what needs to be executed for objectives



The ServiceNow platform deployed today isn't meeting the needs of your business

Assessment Goals



Drive technician enablement and increase self-service productivity



Reduce helpdesk burden by automating research and incident prioritization



Implement customer portal and improve employee on/offboarding experience

Areas of Focus

- ServiceNow roadmap aligned to business outcomes
- IT Service Management (ITSM)
- Service Catalog and Portal
- Customer Service Management (CSM)
- Field Service Management (FSM)

Customer Satisfaction



CSAT 4.5/5

