



The Service Management Company



Training by TSM

Empower your users with knowledge

Accelerate time to value

Learn from ServiceNow® experts and equip your team with the appropriate knowledge and skills required to increase productivity and deliver services more efficiently.

Drive adoption

Engage learners with a variety of flexible training options to meet your needs. TSM's expert instructors ensure efficient knowledge transfer, giving users the confidence to adopt and benefit from the new systems and processes.

Increase productivity

Lack of knowledge can cause inefficiencies in your organisation. By providing timely, relevant training you will address this inefficiency, improve productivity and maximise return on your ServiceNow® investment.

Use what works for you

Our courses are designed to meet the requirements and abilities of your business, as well as to align with your objectives and culture. We will work with you to affiliate training needs with goals, values and culture; and focus on your employees.

TESM is a Gold Services Partner of





The business challenge

A well-trained team delivers a higher return on investment – they are more productive and require less support. Training is often wrongly considered an add-on; it is often the training budget which is cut to save costs. Yet training and education are critical to the successful implementation of a service management framework.

Training increases user adoption and facilitates the achievement of implementation schedules. It provides a strong functional understanding of the service management processes and technical solutions which will help your entire workforce execute day-to-day activities whilst enabling true organisational change.

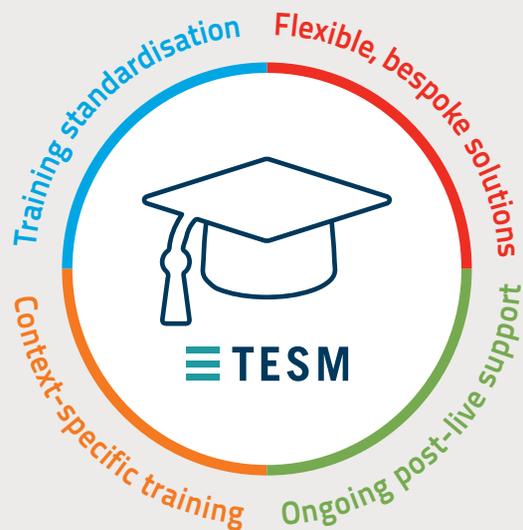
What can TESM deliver?

We will optimise your business processes with training standardisation, using tips and time-saving steps to improve efficiency. Consistent testing and skills expansion enables maximum platform utilisation.

TESM provides ServiceNow® training, tailored to your business. We have flexible solutions that match to skills level, learning style and schedule. We aim to ensure that all members of your organisation get the context-specific training they require.

You will have personal TESM contact and consultation for planning the training, your training needs analysis, and ongoing support post go-live. We will create customised content to suit your specific needs, taking into account:

- The reason for the training
- The target audience – who they are, where they are, how many there are
- Required content, based on several factors including the level of user, the modules covered, and the format being used



How is training delivered?

Training can be presented in a number of formats:

On-site teacher-led classroom based

- Train the trainer
- Standard course with delegates

WebEx

- Live interactive demonstrations

e-Learning

- Demonstrations
- Courses
- Help guides
- Training videos

Documentation

- Course content
- User-guides
- Quick reference guides
- Work instructions
- FAQs

Training support

- Personal TESM contact
- Consultation for planning
- Training needs analysis
- Ongoing support post go-live



For further information on Training please contact us:

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