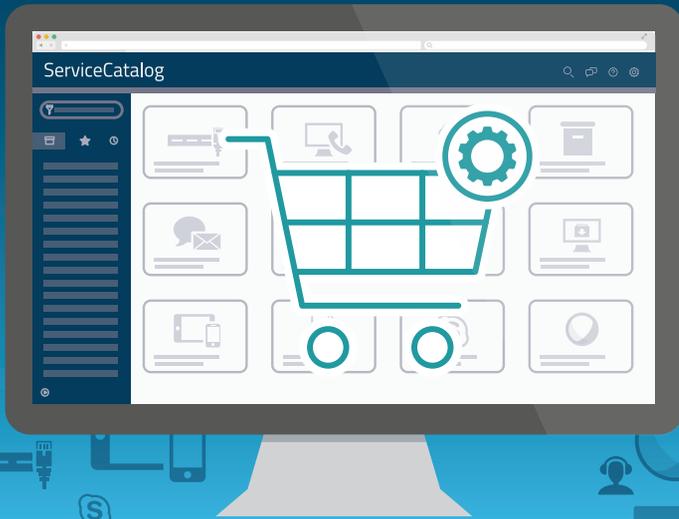# TESM

The Service Management Company

Code-free service catalog

Reduce delivery time, faster time-to-market, minimise costs, whilst still achieving excellent user-experience

Enable the business, don't slow it down
Provide rapid delivery of new business requests as busy developers are not involved, increasing operational efficiency.

Make technology an integral part of your business
Integrate the catalog and workflow to external services to extend beyond the end-user portal and drive home automation.

Manage the demand of services
Growth is often the burden of a successful catalog. By delegating catalog management, you can allow your catalog to scale without requiring more developers.

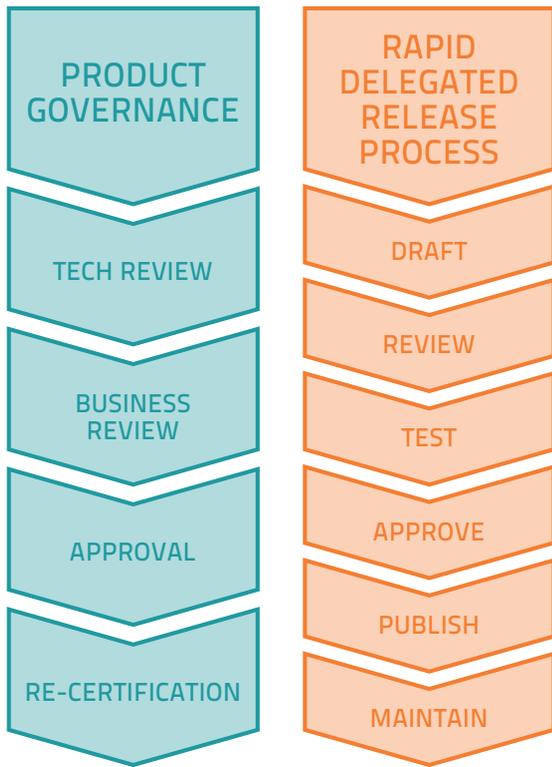### Provide governance of services at scale
Delegated governance and a life-cycle process enables growth and change without catalog proliferation.

Provide a consistent user-experience
Provide your users with a single 'store-front' and enable seamless interaction that improves self-service.

TESM is a Gold Services Partner of

servicenow.

PRODUCT GOVERNANCE	RAPID DELEGATED RELEASE PROCESS
TECH REVIEW	DRAFT
BUSINESS REVIEW	REVIEW
APPROVAL	TEST
RE-CERTIFICATION	APPROVE
	PUBLISH
	MAINTAIN

What makes the TESM approach different?

TESM has developed a service catalog rapid deployment framework, based on ServiceNow® out-of-the-box components. It provides pre-built components and governance workflow that will reduce the cost and time to delivery. The result is:

- A delegated model to resource your catalog
- A versioned rapid deployment model that can meet business demands
- A governed category process
- Pre-built feature-rich fields and validation
- A platform that can drive automation and reduce costs
- Feature-rich, standardised fields that are maintained

Our focus is on:

- Empowering the customer by providing training and support in order to allow subject matter experts to own the catalog
- Building out flexible core functionality rather than independent scenarios
- Maintaining alignment with the ServiceNow® Service Catalog, not building out a new application
- Makes technology an integral part of the business by empowering them to build the requests they need to run their operations

Key benefits

- Reduce the time-to-market for new products and services in the catalog
- Rapid deployment of service portal built around the best user-experience principles
- Frees up sought after service now resources for high value projects
- Reduces the size of the ServiceNow® backlog by removing catalog enhancements
- Reduced complexity of services and workflow that allows your catalog to scale

Advanced features

Workflow templates
Data driven question sets
Configurable search
Catalog taxonomy & ontology

Time to value – how long will it take to get this up and running?

1. Base deployment: 14 days
2. Base taxonomy: one to six weeks
3. Training: 2 to 5 days
4. Go live with solution

≡ TESM