

Connector Services: AWS & ServiceNow

CLCLOUDSOFT
FUSION

ServiceNow and AWS are strategic tools for many enterprises. ServiceNow connects people, functions and systems in digital workflows that deliver great customer experiences. AWS is the world's most comprehensive cloud platform.

Integrating ServiceNow with AWS Cloud Services and Management through the AWS Service Management Connector delivers a greater return on investment in these critical technologies

WHO ARE CONNECTOR SERVICES FOR?

Connector Services are for enterprises that want their employees to be able to deliver reliable, scalable and cost-effective solutions through AWS Cloud and retain the benefits of their familiar internal IT and employee workflows

Enabling employees with cloud services can often be stalled by a lack of in-house skills, conflicting priorities and concerns over spend, governance and best practices. Customisations, duplication of effort, sprawl of solutions and siloed team processes can create confusion and conflict.

Using processes already embedded in your ServiceNow Portal can help you expedite cloud adoption, and simplify managing cloud.

THE PROCESS

By using the power of the AWS Service Management Connector for ServiceNow we'll support your integration of AWS and ServiceNow. Whether aligning services, business rules or approval workflows into your provisioning process, supporting custom schedules for change management or ensuring your incident management processes work seamlessly with AWS Support.



Business Process

Cloudsoft will consult with you to understand your business and use familiar processes to deliver and manage cloud: Whether that's self-service provisioning, resource, control, change management or incident and problem management



Standardisation & Customisation

We'll guide you to the ideal balance of repeatability and scalability of custom-of-the-shelf options with necessary customisations that meet business workflows, custom approval requirements, siloed resolver group needs and more.



Develop & Test

We'll support you through the development, user acceptance and production stages of implementing the connector and customisations



Go Live

As you go live, and adopt solutions at scale we'll ensure that services are meeting the needs of your users, helping you to adjust and adapt as your internal customers provide feedback



Support

We'll support you for as long as you need us to after deployment.

FUSION PACKAGES

Cloudsoft offer a number of packages for customers who are interested in deploying and managing AWS services through ServiceNow using the power of the AWS Service Management Connector

Getting Started Package

\$49,999*

- Research & Consultation
- Deployment of the Connector
- Advice and code for agreed customisations
- Development, UAT and production deployment
- Go Live support and handover
- 30 days/ 220 hours of dedicated consultation and developer time

Additional development

\$1,800 per day

- Dedicated consultation and developer time to tailor your ServiceNow integration.

Annual Support

\$10,000*

- Ongoing support for your integration

*The above package is illustrative, based on the typical needs of organisations wishing to adopt ServiceNow for AWS services powered by the AWS Service Management connector for ServiceNow

WHY CLOUDSOFT



Cloudsoft are a provider of choice for AWS, we were a launch partner for the AWS Connector for ServiceNow and have developed integrations for Service Catalog, AWS Config, AWS Systems Manager, AWS Security, AWS Support and AWS Health



We've worked alongside the AWS Service and Connector teams in developing the connector and worked with enterprise customers to deploy and customise the connector at scale. We've been an AWS Consulting Partner for a decade, helping a wide range of AWS customers and have an exceptional reputation and world-class CSAT score.

If you would like more information, please contact our team at fusion@cloudsoft.io or find Connector Services in AWS Marketplace