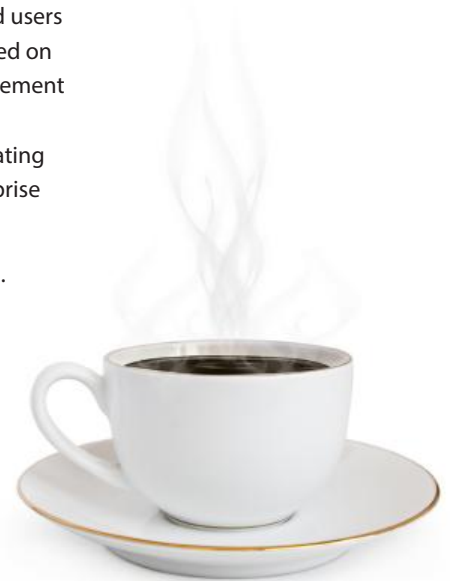


## AI-POWERED SERVICE EXPERIENCE. FOR IT AND BEYOND

### Service management is tougher today than it has ever been before

Beyond the proliferation of devices, the burgeoning tools landscape and even the demands of end users of systems, lies the real challenge – business customers with expectations growing by the day based on their consumer-world, on-demand, as-imagined experiences. Simply signing up for service management software services won't solve the problem. These implementations are often sluggish, demanding significant investments in resources – especially people, and the outcomes are non-standard defeating the very purpose of the transformation. It's also impossible for any one software to keep an enterprise abreast of all rapidly shifting digital trends.

A single, Cloud-based platform at the core – like ServiceNow - can turbocharge the transformation. It can help consolidate your on-premise IT tools landscape to a modern, easy to use service management solution in the Cloud, mandating no infrastructure investments. And with Infosys Enterprise Service Management Café, the Infosys Gold Image of ServiceNow, we guarantee your transformation will be 40 – 50 percent faster. What's more, you also gain access to over 40 super-useful plugins to manage your always-on service delivery landscape. This creates the productivity savings and efficiencies you need to drive continuous service improvement not just for IT but beyond for other business functions as well.

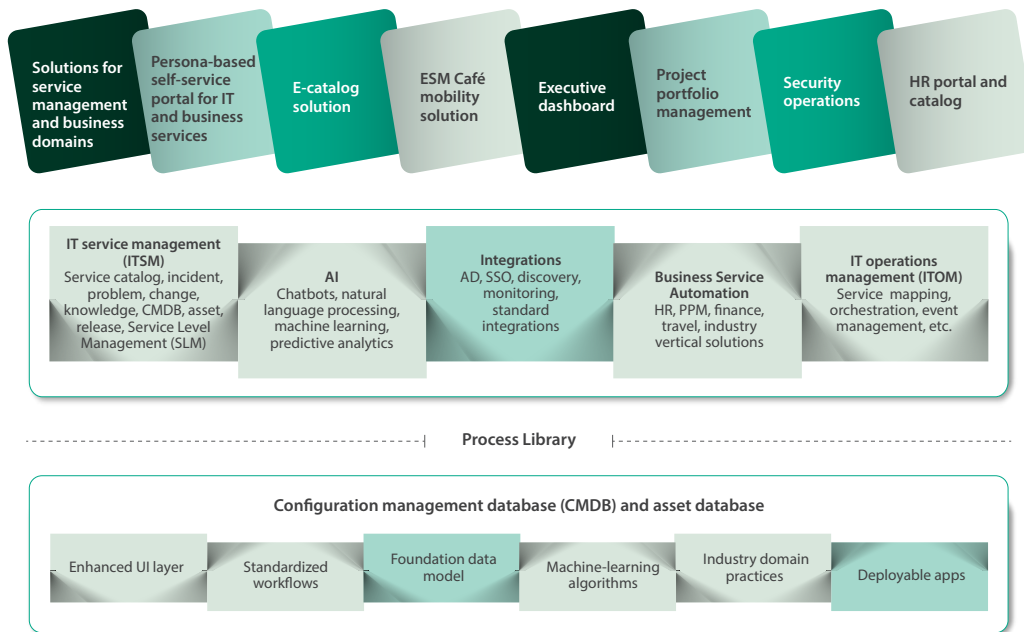


### Accelerate value at every stage with Infosys Enterprise Service Management Café

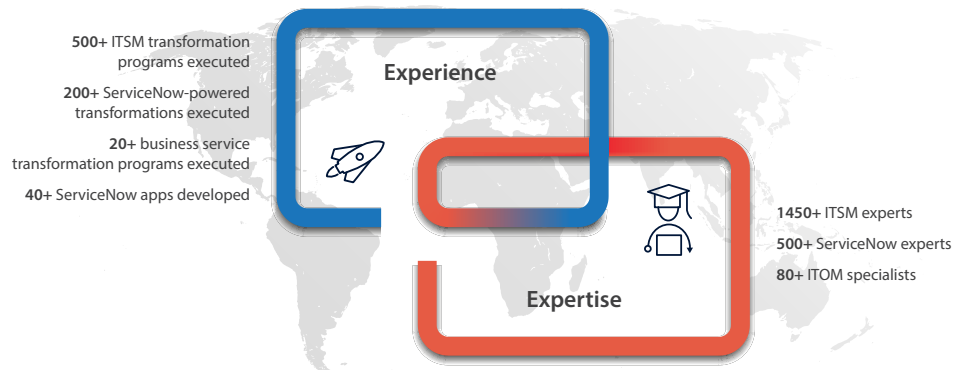
Requirement gathering	Architecture design	Build and configuration	Testing and UAT	Training	Deployment planning and rollout
<ul style="list-style-type: none"> <li>Designing requirement, notifications, reports, etc.</li> <li>Designing process flows, approvals</li> </ul>	<ul style="list-style-type: none"> <li>ServiceNow solution designing: Setting up tables and schemes</li> <li>Integrating with other processes and tools</li> <li>Data modeling</li> </ul>	<ul style="list-style-type: none"> <li>Solution building and configuration on ServiceNow</li> <li>Building integrations with other process and tools</li> <li>Foundation data mapping and uploading</li> </ul>	<ul style="list-style-type: none"> <li>Building unit and system test cases</li> <li>Unit system testing and defect fixing</li> <li>Creating use case scenarios in line with requirements</li> <li>Coordinating UAT and fixing defects</li> </ul>	<ul style="list-style-type: none"> <li>Creating training plan and training material</li> <li>Conducting process and tool training based on roles</li> </ul>	<ul style="list-style-type: none"> <li>User onboarding and rollout plan</li> <li>Solution rollout in production</li> </ul>
<ul style="list-style-type: none"> <li>30-40 percent reduction in timelines with predefined templates with baseline requirements</li> </ul>	<ul style="list-style-type: none"> <li>30-40 percent effort reduction from predefined solution design and template for data gathering with baseline</li> <li>Pre-captured data model for full coverage and data modeling</li> </ul>	<ul style="list-style-type: none"> <li>30-40 percent reduction in timelines by deploying plug and play solution from the Café</li> </ul>	<ul style="list-style-type: none"> <li>Minimum 20-30 percent effort cut from predefined use case scenarios and test cases which can be modified based on requirements used as baseline</li> </ul>	<ul style="list-style-type: none"> <li>30-40 percent reduction in creating training materials and plan by using Café training guides as the baseline</li> </ul>	<ul style="list-style-type: none"> <li>Risk-free onboarding and rollout by utilizing standard onboarding plan from Café as a guideline</li> </ul>

## Improve along the enterprise service management continuum

Leverage the Café App Store's 40+ plug n play super-conveniences



We'll bring the advantage of our experience and expertise to work hard for you



After all, we have done it before



For more information, contact [askus@infosys.com](mailto:askus@infosys.com)

**Infosys**<sup>®</sup>  
Navigate your next

© 2018 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.