



GRANDCENTRAL

PRE-CONFIGURED WORKFLOW AUTOMATION BUILT ON SERVICENOW



WHAT IS IT?

GrandCentral is designed for organizations looking to adopt the operational efficiencies of the Now Platform®, while reducing the initial cost outlay and time-consuming configurations of a full enterprise ServiceNow® deployment. With GrandCentral, any organization can see the benefits of Customer, Employee and IT workflow automation and scale easily to meet future needs.

WHY GRANDCENTRAL?

With GrandCentral, your organization gains the benefits of workflow automation without the time and big budget commitment of an enterprise ServiceNow deployment. Get up and running faster, and scale easily as you grow.

GrandCentral allows you to:

- Take advantage of AI-driven predictive intelligence
- Lower implementation costs
- Purchase as few as five licenses and scale to hundreds if needed
- Break down silos and enhance processes
- Improve IT productivity by 20% or more
- Empower end-users with self-service
- Provide consistent, outstanding customer service anytime, anywhere
- Resolve common requests and issues faster with virtual assistant chatbot
- Automate workflows and gain real-time visibility into business processes
- Invest your valuable IT resources in innovative projects
- Gain insights from analytics that bring people, processes and data together in one place
- Go live quicker with near turn-key rapid implementation and onboarding
- Enjoy a single unified view of service portfolio data, consolidated service information and SLA performance

FEATURES & BENEFITS

Out-of-the-Box Modules:

- **ITSM:** Modernize and automate disconnected IT processes
- **ITOM:** Move IT operations from reactive to proactive
- **ITBM:** Plan, prioritize and track work aligned to business goals
- **ITAM:** End-to-end Asset life cycle management including financial reporting on your IT portfolio
- **CSM:** Eliminate silos and create seamless customer experiences
- **FSM:** Improve Field Services' performance and boost customer satisfaction
- **HRSD:** Streamline and improve the employee experience with intelligent workflows
- End-User Portal & Knowledge Base
- Incident, Problem & Change Management
- Password Reset & Single Sign-On
- Service Catalog & CMDB
- Notifications
- SLAs
- KPI Reporting
- LDAP Integration
- Multi-Factor Authentication
- Predictive Intelligence
- Virtual Agent
- Performance Analytics
- Service Owner & Vendor Manager Workspace

PRODUCT SUITE	WHAT THESE FEATURES MEAN TO YOU	COMPONENTS	GCm (MANAGED)	GCd (DEDICATED)	SERVICENOW
ANALYTICS, INTELLIGENCE, & REPORTING	Helping you lower costs and increase productivity through process improvement, self-service, and automation. Gain greater insight into real-time patterns and trends for service delivery teams, enabling you to make better, faster decisions.	Dashboards	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Performance Analytics	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Reporting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CUSTOM BUSINESS APPLICATIONS	Extend GrandCentral work flows by integrating your existing applications and IT Services.	Delegated Development	-	-	<input checked="" type="checkbox"/>
		ODBC Driver	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Script Debugger	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Web Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CUSTOMER SERVICE MANAGEMENT	Provide service and support for your external customers through the web, email, chat, telephone, and social media. Create cases as needed and route cases to appropriate customer service agents.	Communities	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Customer Service Management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
FIELD SERVICE MANAGEMENT	Manage work tasks performed on location. Match tasks to agents based on skills, geographic territory, and available inventory. Agents can record details on assigned tasks like completion status, travel time to jobs, and time spent.	Field Service Management	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
HR SERVICE DELIVERY	Empower employees to find answers, get help, and get things done. Digital workflows drive action across any organizational function and can enable every department to service employees and new hires more efficiently and effectively with the right processes.	HR Service Delivery	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
I.T. ASSET MANAGEMENT	Gain increased visibility of the asset estate and automate the IT life cycle from procurement to disposal.	Hardware Asset Management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Software Asset Management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
I.T. OPERATIONS MANAGEMENT	Improve your organization's cloud utilization, drive down costs, automate recommendations to right size, shut down resources based on business hours, automate requests, and aid in approvals and governance of the infrastructure that supports native cloud environments.	Cloud Provisioning and Governance	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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I.T. BUSINESS MANAGEMENT	Align work with business goals to support strategic priorities. Helps IT demonstrate value to the organization and rationalize investments to focus more on innovation. Helps transform delivery of new products and services through lean execution methodologies.	Agile Development	☑	☑	☑
		Application Portfolio Management	-	-	☑
		Cost Management	-	☑	☑
		Demand Management	☑	☑	☑
		Financial Management	-	-	☑
		Investment Funding	-	☑	☑
I.T. SERVICE MANAGEMENT	Provides scalable workflows to manage and deliver IT services to your users all through a single cloud-based platform. Helps increase agent productivity, resolve issues quickly, and improve user satisfaction. You can quickly accelerate technology changes and view recommended actions for incoming tickets or requests and drive self-service and automation through enterprise chatbot technology.	Benchmarks	-	☑	☑
		Change Management	☑	☑	☑
		Coaching	-	☑	☑
		Continual Improvement Management	-	☑	☑
		Contract Management	-	☑	☑
		Expense Line	-	☑	☑
		Incident Communications Management	-	☑	☑
		Incident Management	☑	☑	☑
		On-Call Scheduling	-	☑	☑
		Problem Management	☑	☑	☑
		Procurement	-	☑	☑
		Product Catalog	☑	☑	☑
		Request Management	☑	☑	☑
		Service Catalog	☑	☑	☑
		Service Desk Call	-	☑	☑
		Service Level Management	☑	☑	☑
		Service Portfolio Management	-	-	☑
		Vendor Performance	-	-	☑
Walk-up Experience	-	☑	☑		