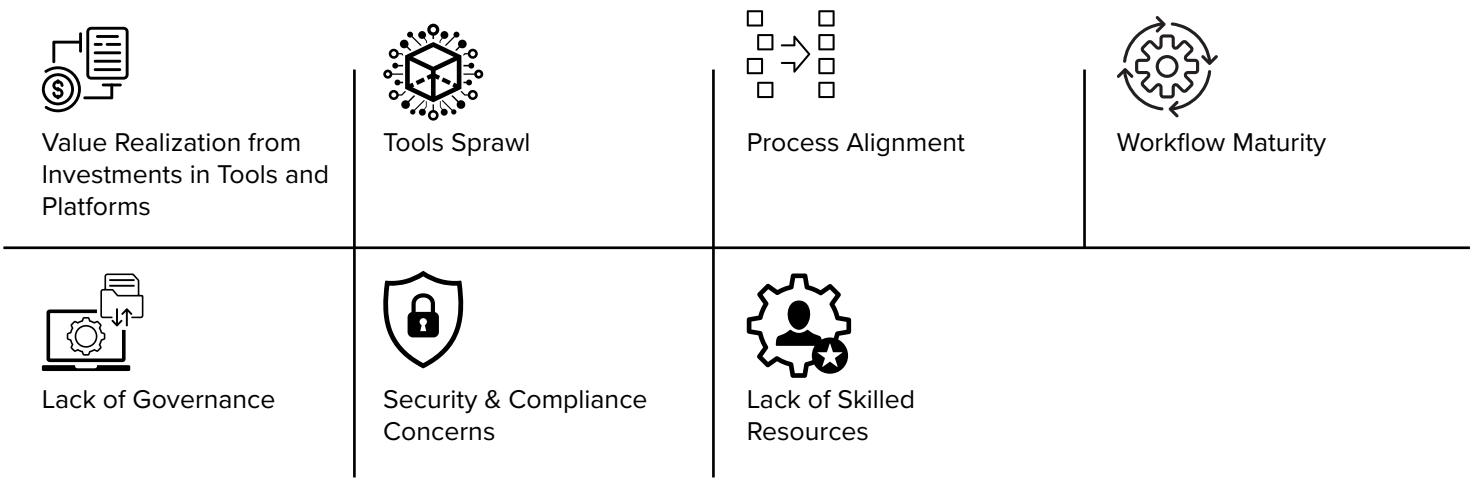


ServiceNow Offerings and Capabilities

Organizations today need to accelerate their digital transformation journey with a new approach that is robust, dynamic, and works as a real game changer. In order to prioritize their journey toward service excellence, organizations need to navigate through certain challenges and develop a mindset that enables them to reimagine their business models.

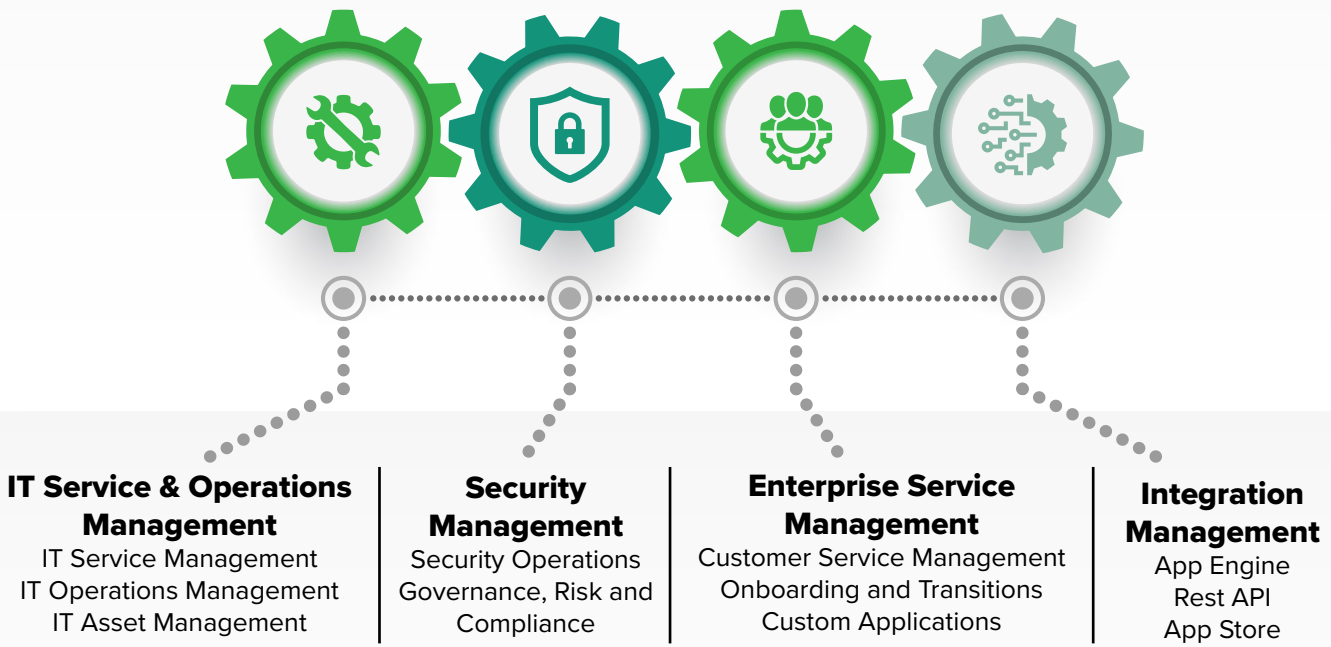
DIGITAL TRANSFORMATIONAL CHALLENGES



Happiest Minds and ServiceNow can help simplify your work by offering the right combination of technology, experience, credentials, and proven results to deliver superior business outcomes. Our partnership can deliver exceptional employee and customer experience that reshapes your IT and Enterprise Service Management capabilities including:



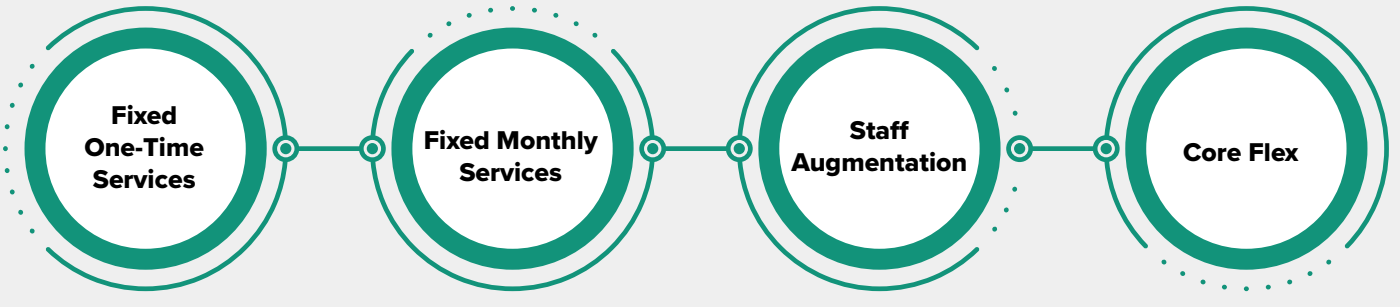
OUR SERVICE OFFERINGS



TYPICAL WORKFLOW THEMES

IT, Customer, Employee, Platform

Engagement Model



OUR SUCCESS STORIES



Consulting, Implementation and BAU support for a leading Financial Services Company in the US

- ServiceNow CMDB and Discovery
- NOW Mobile and Mobile Agent Implementation
- CMS to Service Portal migration
- Integration with 3rd party applications
- Platform upgradation, Service catalogue developments / enhancements
- Enablement of Automated Test Framework



ITSM & CSM Implementation for a Specialized Global Student Information System (SIS) Software Provider

- Greenfield setup of ITSM and CSM modules
- Integration with the CRM tool for customer authentications, integration with Azure DevOps, Azure Monitor & Intune
- Enabled self-service community portal for end-users
- Integration with Happiest Minds ELLIPSE platform for Managed Services



GRC Automation for a Global Mobility-as-a-Service Provider in the US

- Automation of Policy Management
- Performing periodic audits and providing remediation plans
- Executive Dashboards
- Issue Management
- Risk Management

KEY BENEFITS



WHY HAPPIEST MINDS?

Happiest Minds' proven global delivery capabilities bring best-in-class offerings to our customers with a win-win combination of market-leading technologies and products. Our holistic approach provides the right combination of technology, experience, credentials, and goal-oriented business outcomes through:



ABOUT HAPPIEST MINDS TECHNOLOGIES

Happiest Minds Technologies Limited (NSE: HAPPSTMNDS), a Mindful IT Company, enables digital transformation for enterprises and technology providers by delivering seamless customer experiences, business efficiency and actionable insights. We do this by leveraging a spectrum of disruptive technologies such as: **artificial intelligence, blockchain, cloud, digital process automation, internet of things, robotics/drones, security, virtual/augmented reality**, etc. Positioned as 'Born Digital . Born Agile', our capabilities span digital solutions, infrastructure, product engineering and security. We deliver these services across industry sectors such as automotive, BFSI, consumer packaged goods, e-commerce, EduTech, engineering R&D, healthcare, hi-tech, manufacturing, retail and travel/transportation/hospitality.

A Great Place to Work-Certified™ company, Happiest Minds is headquartered in Bangalore, India with operations in the U.S., UK, Canada, Australia and Middle East.