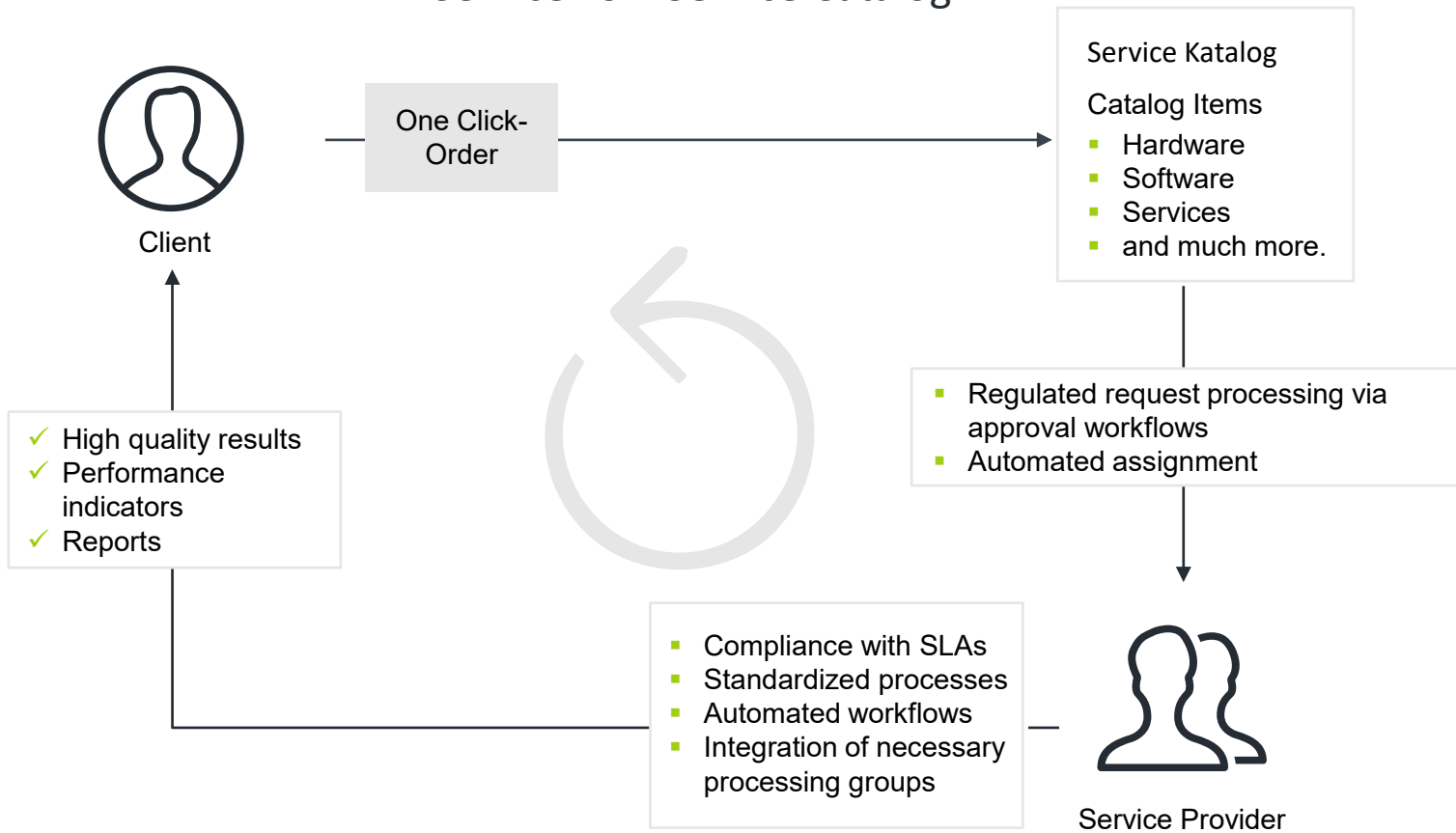In a service catalog, all services and products can be offered with optimized user-friendliness. The entire range of services can be configured clearly and attractively for the specific requirements of the end user.

## ServiceNow Service Catalog

**Client**

One Click-Order

**Service Katalog**

Catalog Items
- Hardware
- Software
- Services
- and much more.

- Regulated request processing via approval workflows
- Automated assignment

- ✓ High quality results
- ✓ Performance indicators
- ✓ Reports

- Compliance with SLAs
- Standardized processes
- Automated workflows
- Integration of necessary processing groups

**Service Provider**

## Roles

### Requester

- Selection of the appropriate catalog item via intuitive search function from the service catalog
- Current status information on orders can be viewed
- Interaction with processor in case of queries

### Approver

- Responsible for approving or rejecting requests
- Approval guidelines can be configured as required, for example through threshold values

### Processor

- Transfers the processing of requests into a regulated process
- Interaction with different processing groups and external service providers

### Catalog Manager

- Views reports and SLAsOptimizes and updates catalog structures and content
- Evaluates innovations and change requests

## Service portal as a technical framework

Design

Flexibility

Service Portal
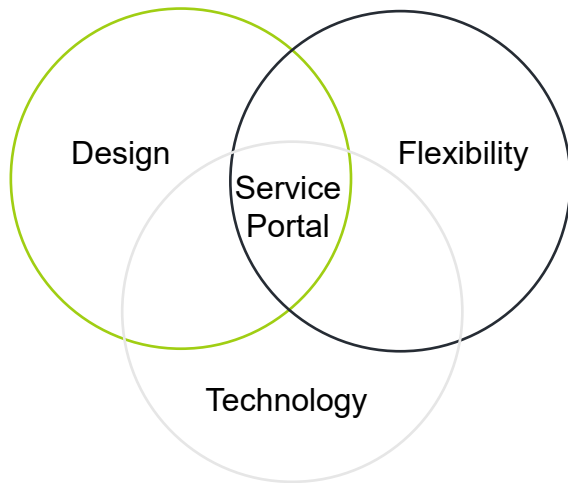
Technology

### Benefits

✓ Fast and error-free provision of services

✓ Improvement of the customer experience

✓ Simplified creation of apps

✓ Increase user satisfaction by designing appealing and modern apps

## Technical components

| Portal – Technology | Branding Editor | Widget Editor |
|---|---|---|
| • Uncomplicated creation of your own pages using a drag and drop function<br>• State-of-the-art, fully mobile-capable interfaces enable an outstanding customer experience and a quick status check of requests | • Allows you to change the appearance of a portal<br>• Offers a real-time theme preview<br>• Flexible adaptation to the individual corporate identity of the company | • Widgets that have been defined once can be reused at any time<br>• Individual design of special widgets based on portal technology<br>• Intuitive user interface<br>• Optimized time-to-market |

## About us

Agile and new but with more than 30 years of experience—that's agineo, the largest partner of the platform provider ServiceNow in the DACH region. As an Enterprise Service Management specialist, we design business processes and implement them in software for well-known clients. To do this, we can draw on the broad technological expertise of the entire Materna Group, which is delegated across over 4,000 employees.

## Our promise to deliver

With unwavering dedication and flexibility, we passionately take on responsibility for our customers. Our mission is their success, and we pull out all the stops to make it happen, both on time and on budget.