ServiceOps SmartPath

The smartest, fastest way to set the foundation for an AI-driven Autonomous IT future with ServiceNow

The ServiceNow® Autonomous IT journey can be long and tedious

Many ServiceNow investments are failing to deliver on the promise of an Autonomous IT future because they lack the foundational ServiceOps layer—the critical engine required to fuel the AI platform and drive true innovation.

- Vast selection of capabilities
- Underqualified or outsourced teams
- Long implementation timelines
- Over customizations

Where do you start?

Digital Product Release (DPR) | Continual Improvement Management | Vendor Management Workspace | Surveys | Configuration Management (CMDB) | Release Management | Self-Service | Task Outage | Now Assist | Problem Management | Performance Analytics | Knowledge Management | Workforce Optimization for ITSM | DevOps Change Velocity

ServiceOps SmartPath with The Cloud People

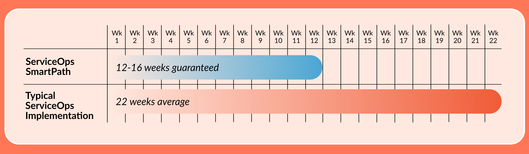
Start here!

Our accelerated solution delivers fast, cost-effective results by implementing the essential ServiceNow ITSM & ITOM capabilities through expertly designed and tested, pre-defined work packages.

With ServiceOps SmartPath, you'll get:

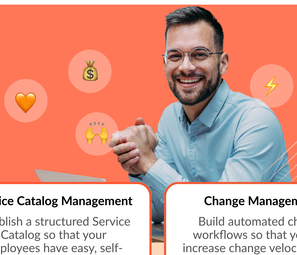
- **ITSM & ITOM up and running in 12-16 weeks**
- **7 core ITSM & ITOM capabilities**
- **Clear outcomes & low-risk approach**

Experience speed to value like you've never seen



7 core work packages to launch your ServiceNow ServiceOps journey

Get only the essential capabilities you need to take on your ServiceNow Autonomous IT journey — no fluff.



Foundations
Implement your foundational instance properties so that you achieve unified navigation across Employee Center and Service Operations Workspace.

Incident Management
Deploy a robust Incident Management setup so that you can resolve disruptions quickly while minimizing impact on your business operations.

Service Catalog Management
Establish a structured Service Catalog so that your employees have easy, self-service access to a pre-defined set of services.

Change Management
Build automated change workflows so that you can increase change velocity while minimizing risk and ensuring governance.

Knowledge Management
Set up a centralized knowledge base so that your employees and agents can find answers and resolve issues faster.

CMDB Foundation
Implement and populate your CMDB with foundational CI classes so that you can empower and mature your core ITSM processes with the right data and AI.

Key Add-ons
Leverage standard reporting and integrate MS Teams so that you gain comprehensive insights and streamlined collaboration in a single platform.

ServiceOps SmartPath helps organizations see outcomes like:

- Central platform for AI-driven IT Services and Operations
- Improved cross-department collaboration
- Higher end user satisfaction scores
- Reduced operational costs
- Enhanced visibility and control of employee experience

With The Cloud People, you get:

Proven product expertise validated and awarded by ServiceNow's Product Line Achievement (PLA) and ServiceOps Specialization program

Access to proven success from numerous customer engagements with a satisfaction score (CSAT) above 4.7/5.0

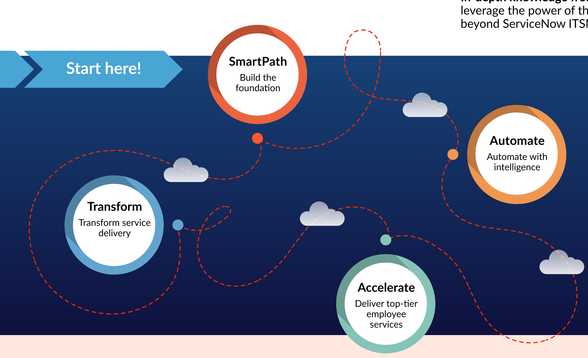
Faster results driven by the time-to-value-centric SmartPath implementation methodology

In-depth knowledge from 350+ smart experts to leverage the power of the Now Platform in and beyond ServiceNow ITSM & ITOM

servicenow ServiceOps Specialization EMEA

2025 4,7/5 CUSTOMER SATISFACTION SCORE

Start here!



ServiceOps SmartPath is just the beginning!

Once we get you started with essential ITSM & ITOM functions to see value fast, our expert team will help you to take on the Autonomous IT SmartJourney, embedding AI agents into every corner of your operations with truly dynamic workflows matching your business needs.

Together, we'll take on your Autonomous IT SmartJourney.

Ready to start the smart path to ServiceOps?

Learn more about how ServiceOps SmartPath can help you taking on your Autonomous IT journey by unifying your service desk, leveraging AI and delighting employees quickly.

Book an expert call:

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