

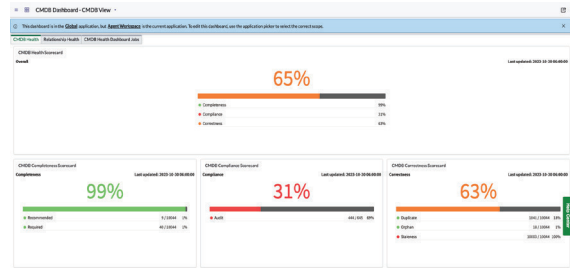
ENABLING NONPROFITS TO EMBRACE DIGITAL TRANSFORMATION

Nonprofit organizations operate with a noble cause to create a positive impact on health, society, and the environment by shifting organizational and shareholder focus away from purely commercial purposes. Nonprofits can gain competitive advantage by providing seamless digital experiences for employees and customers, and also by effectively managing enterprise assets. However, nonprofits are often challenged with limited resources, technical expertise, and budget constraints when it comes to deploying digital solutions.

With the ServiceNow low-code development platform, Exterprise has created quick start implementation programs specifically for nonprofits to streamline processes, improve service delivery, and enhance the overall experience for employees and communities served.

ITOMnp SOLUTION

ITOMnp is the ideal IT Operations Management solution for nonprofits to increase organizational visibility to predict issues, automate resolutions, and connect your data.



FEATURES / FUNCTIONS

Discovery: Get visibility across your on-premise, cloud, and serverless infrastructure. Manage TLS certificates and firewall policies in a single system.

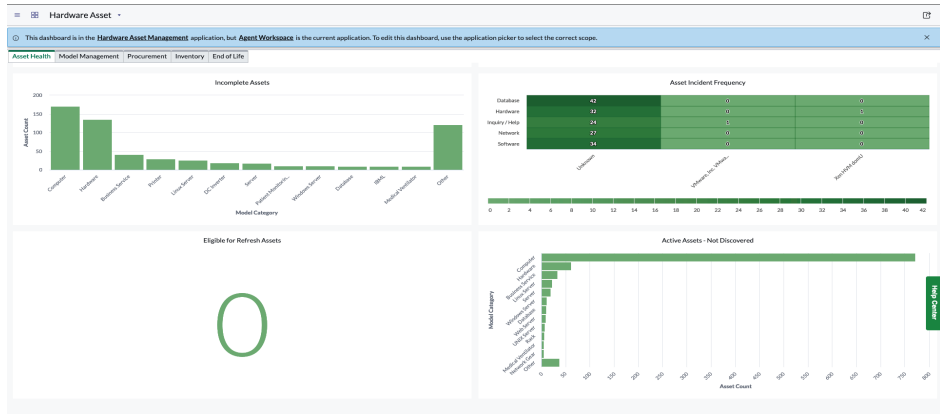
Service Mapping: Drive service-aware operations and map the relationships between your applications, IT components, and cloud services.

Configuration Management Database (CMDB):

Track the dependencies and relationships of supported IT services to maintain continuity. Manually load asset data and create the CMDB, so assets can be linked to users and tickets.

Service Graph Connectors: Load third-party data into Service Graph quickly, easily and reliably, ensuring data quality, timeliness, and ingestion scalability.

Firewall Audits and Reporting: Track firewall policies, monitor ownership, and perform proactive audits.



TIMELINE

Six to Seven weeks of consulting, implementation, testing and go-live.

BUDGET

\$30,000 to \$35,000 with flexible payment terms. Exterprise will provide post go-live support for a period of two calendar months, for up to 20 hours a month. Nonprofit hourly rate: USD \$80.

NOTE: Integration with external applications, ServiceNow licenses purchased, migration of historical data and other customizations will affect the timeline and budget.

IDENTIFY AND RESOLVE ISSUES BEFORE THEY OCCUR WITH CROSS-TEAM AUTOMATION WORKFLOWS AND PROACTIVE DIGITAL OPERATIONS (AIOPS).

Asset tag	Model category	Display name	Assigned to	Company	State	Substate	Cost	Configuration Item
P1000479	Computer	P1000479 - Aluminium CO2 Tank	Luke Wilson	DoD	In use		\$1,799.99	MacBook Pro 15"
P1000241	Computer	P1000241 - Gateway, Inc DX Series DX4860...	Luke Wilson	ACME North America	In use		\$699.99	DX Series
P1000807	Computer	P1000807 - Apple MacBook Pro (17-inch) M...	Marta Homer	ACME Japan	In use		\$2,499.99	MacBook Pro 17"
P1000637	Computer	P1000637 - Apple MacBook Air(11-inch) M...	(empty)	ACME Germany	In use		\$1,599.99	MacBook Air 13"
P1000443	Computer	P1000443 - Lenovo ThinkStation S20 4105R9U	sneha Admin	ACME Japan	In use		\$3,665.00	ThinkStation S20
P1000433	Computer	P1000433 - Lenovo ThinkStation S20 4157S2U	(empty)	ACME France	Retired		\$1,699.99	ThinkStation S20
MR000005	MRI Scanner	MR000005 - Philips Ingenia 1.5T	(empty)	Worixa Inc	In use		\$0.00	Ingenia 1.5T - MR000005
DEF07	Hardware	DEF07 - Smart Meter Repair Kit	(empty)	(empty)	In use		\$0.00	Smart Meter Tool
P1000337	Computer	P1000337 - Dell Precision T5500	Rebecca Brunet	ACME UK	In use		\$1,329.00	Precision T5500 Workstation
P1000412	Computer	P1000412 - Apple MacBook Pro (17-inch) M...	Colin Altanen	ACME North America	In use		\$2,499.99	MacBook Pro 17"

Event Management: Reduce event floods with monitoring tools and gain insight into business service health.

Health Log Analytics: Proactively analyze real-time log data and detect anomalies.

Cloud Management: Minimize business risk and manage costs with self-service delivery of cloud services.

Training: Exterprise will conduct three, one-hour, virtual sessions (limited to 5 trainees) to train on frequently used features and agent ticket handling functions. Advanced configuration functions/scripting will not be part of the training. Additional training sessions can be purchased.

