# 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.

ITSMnp SOLUTION

ITSMnp is the ideal IT Service Management solution for nonprofits to better serve employees, automate core service processes, and resolve IT issues faster.
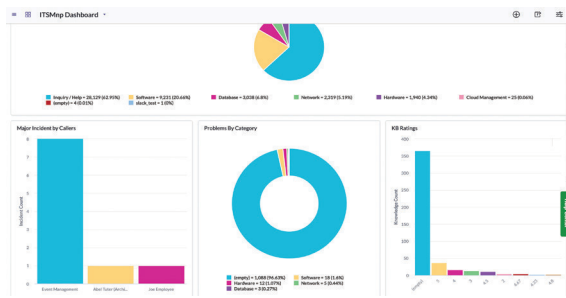

FEATURES / FUNCTIONS

Employee Center: Drive multi-department service delivery and targeted content via a single unified portal.

Incident, Problem, Change and Request Management: Creation and resolution of tickets with rules, routing, and approvals. Automate through workflows, manage SLAs, and notify stakeholders. Up to five custom Service Catalogs will be configured.

Service Operations Workspace: Couple IT Operations and Service Management capabilities to provide digital workflows that enable best practices to automate and improve service reliability and deliver positive outcomes.

Predictive Intelligence (PI): Configure PI to automatically categorize and route issues to the right resolution team and make technicians cognizant with AI and ML based answers and recommendations. Up to five PI solution definitions will be configured.

Virtual Agent (VA): Quick resolution to frequent IT service requests via Virtual Agent, an automated, conversational chatbot that understands natural human language. Up to four custom VA topics will be configured.
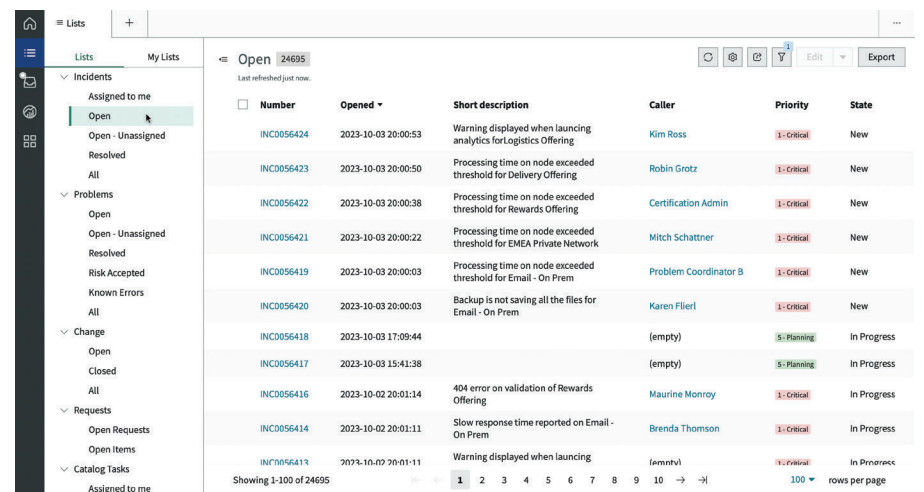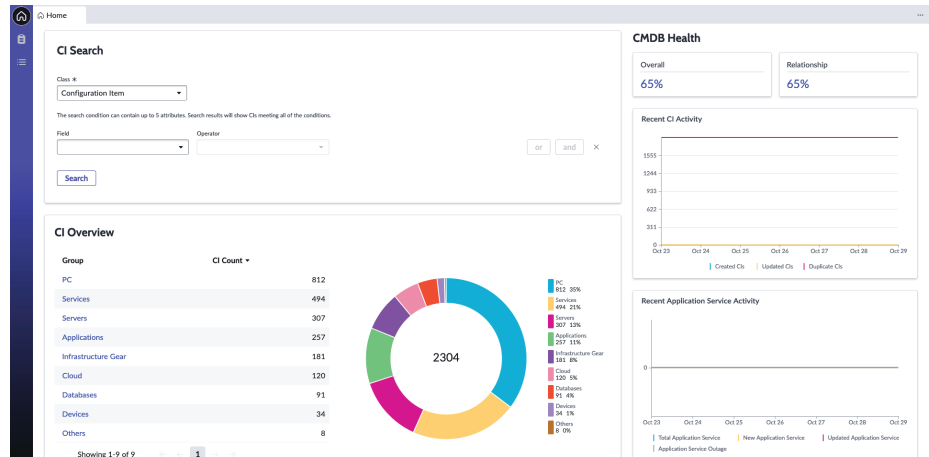

TIMELINE

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

BUDGET

$25,000 to $30,000 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.

IMPROVE AGENT PRODUCTIVITY THROUGH GENERATIVE AI EXPERIENCES USING NOW ASSIST IN ITSMnp.

CMDB: Manually load asset data and create the CMDB, so assets can be linked to users and tickets.

Mobile Agent: Allow IT agents to work on tasks and requests on mobile devices from anywhere.

Knowledge Management: Improve business efficiency with easy knowledge sharing and collaboration.

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.