

Acorio Overview



Acorio is an exclusive ServiceNow project consultancy headquartered in Boston with expert consultants, architects, and engagement managers with customers across the US and Canada. As a ServiceNow Preferred Solutions Partner we deliver large-scale Service Management transformation projects to the Fortune 1000. Our collaborative and experienced team is proud of one of the highest ServiceNow Customer Satisfaction scores in the ecosystem.

Why do clients choose Acorio?

- **Value beyond just the implementation.** We'll collaborate with you and ensure an on-time, in-budget quality rollout. Further, Acorio will drive long-term adoption and service management expansion with emphasis on vision, training, organizational change management and communication.
- **Customer and user experience optimization.** Our dedicated User Experience Team and pre-built "consumerized" Content Management (CMS) interface provides a modern, mobile and fun experience to drive adoption - similar to Amazon and Google.
- **Acorio's innovations.** Our 'accelerators' and frameworks provide a jumpstart to your initiatives. Our innovations include frameworks for advanced integrations, CMS and mobile as well as numerous other 'starter kits' to help you take full advantage of ServiceNow.

Acorio's core values and proven methodology are the foundation for successful engagements. We join our clients in taking on big challenges and inspire positive change. Everything we create, communicate, and deliver has quality as its foundation.

Learn more about Acorio:

Receive a free 30 minute consultation with one of our ServiceNow experts. Visit us at info.acorio.com/about_us to schedule your free consultation.

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www.acorio.com

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Acorio's Customers



We work with leading organizations across business, government, healthcare, and higher education who look to improve their service management capabilities. Our customers use ServiceNow to address service, operations, and business management within the CIO's organization. Others have invested in solutions across their organizations, including HR, Facilities, and Customer Service.

Some sample customers include:

An International Financial Services Firm whose goal was to use ServiceNow to act as a single pane of glass for managing tickets across all their outsourced operations. Acorio supported a rollout of incident, problem, and change across multiple outsourcing vendors using ServiceNow and an integration framework that also provides a central view of the transactions flowing to and from the vendor systems. This implementation helps the IT staff of 8,000 support 56,000 end users with a monthly volume of 90,000+ tickets across the US, Canada, India, Hong Kong and Japan.

A Global Investment Institution looking to modernize their ITSM infrastructure, consolidate systems, and standardize their processes. Acorio implemented ServiceNow to replace homegrown and HP ITSM systems supporting 4,500 end users. The IT staff of 550 manages monthly ticket volumes of 10,000 incidents, 5,000 requests and 1000 changes across the US, South America, Asia, and Europe.

An International Transportation Management Company whose current implementation of ServiceNow was used to provide applications for consumers. Acorio undertook the development of an innovative application built on ServiceNow to allow tens of thousands of consumers to report on items lost or found in transit.

A Large Research University saw the vision of ServiceNow as a platform for service management across the university. The initial rollout, replacing a homegrown ITSM system, needed to be completed in the months between the spring and fall semesters. The University went live on ServiceNow with Incident, Problem, Change, Request, Project Portfolio Management, and Knowledge Management including Acorio's own Knowledge Centered Support enhancement, CMDB, Release Management, Survey Management, and Mobile UI support within 10 weeks. The 189,000 end users generate about 20,000 incidents and 25,000 requests per month supported by 450 IT staff with 160 different resolver groups.

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