SERVICE MANAGEMENT & SERVICENOW

SERVICES

MINDSPIRE Consulting Ltd.



MINDSPIRE

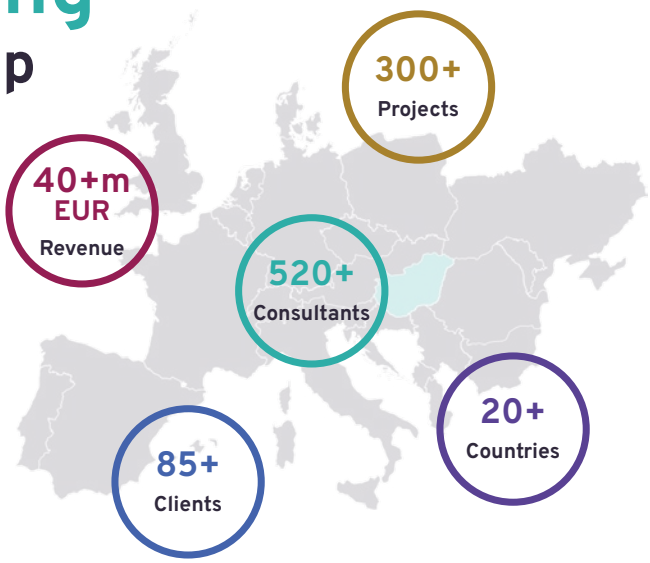
INTRODUCING

MINDSPIRE Consulting

Member of the Inovivo Group

Inovivo Group

Inovivo Group is one of the leading IT and business consulting firms in Hungary. The group has two member companies, each providing sector-specific and specialized services to their clients.



MINDSPIRE

MINDSPIRE is an IT and management consulting firm specializing in system integration services that supports companies in addressing a variety of challenges – from optimizing operational processes and implementing complex IT systems to the practical planning and execution of mergers and acquisitions.

One of our key service areas is service management, where we offer expertise and know-how in the evaluation and implementation of ServiceNow.

ONESPIRE

Onespire Ltd., member of the Inovivo Group is an IT and management consulting company focusing on the various sectors in the Central and Eastern European (CEE) and Western European (WE) regions.

Their primary focus areas include SAP system implementations, rollouts, and support, as well as IT system implementations for blue-chip companies.

Inovivo Group's key services cover the following areas:

- **Core banking** and insurance system implementation, upgrade, and replacement.
- **Data migration**, cleansing, and reconciliation services.
- **Service Management and ServiceNow assessments,** implementation, and support.
- **Project Management Office and Project Management** execution services.
- **Management Consulting** related to business strategy and transformation.
- **Implementation, rollout, and support of SAP solutions.**
- **IT system integration** to connect applications and platforms.
- **Software Development** to create custom applications and solutions.

Partnerships

servicenow SAP Thought Machine Microsoft IBM ORACLE bluetelligence

WHAT IS SERVICENOW?

Key capabilities

- **End-to-end workflow automation:** ServiceNow connects people, processes, data, and systems across departments, turning fragmented tasks into seamless, automated workflows.
- **Single system of record:** Centralizes enterprise data and processes on one platform, ensuring real-time visibility, consistency, and control.
- **Enterprise-grade integration framework:** Easily connects with legacy systems, cloud apps, and external data sources to extend value across the ecosystem.
- **Intuitive Low-code and No-code development:** Empowers business and IT users to create, adapt, and deploy applications rapidly without deep technical expertise.
- **Embedded AI and Predictive Analytics:** Delivers actionable insights, automates routine decisions, and proactively prevents issues before they impact the business.
- **Resilience and scalability at a global scale:** Supports complex, multinational operations with secure, reliable, and compliant cloud infrastructure.

Why choose ServiceNow?



Innovation leader: Recognized by Gartner as a Magic Quadrant leader in multiple categories.



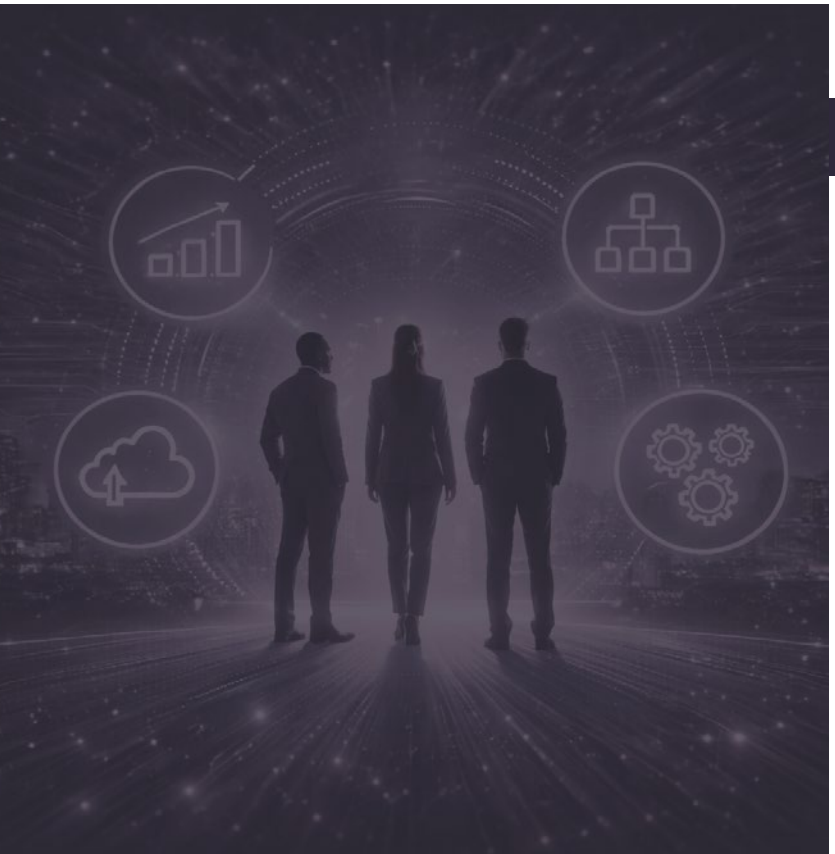
Integration-ready: Connects easily with existing tools and systems.



Scalability: Supports growing business needs with flexible, modular solutions.



Proven ROI: Organizations report up to 300% increase in ROI within the first year.



Unlock the power of ServiceNow

Empower your teams.
Impress your clients.
Future-proof your business.
Great experiences don't just happen — they happen on ServiceNow.

Let's shape your digital future together.

WHY CHOOSE SERVICENOW?



- **Now Platform is a single, unified solution** delivering full integration across ITSM, ITOM, ITBM, SecOps, CSM, HRSD, and more, while minimizing tool sprawl and breaking down silos.
- **Superior automation and AI with predictive intelligence** deliver ML-powered incident classification, routing, virtual agents, and AIOps to reduce MTTR and improve the user experience.
- **Enterprise-grade CMDB and CSDM** provide an industry-leading configuration management database with support for full-service mapping, dependency visualization, and CSDM compliance, enabling mature and service-centric operations.
- **Scalability and performance** through a highly scalable SaaS architecture proven for global enterprises with more than 100,000 users, offering strong availability, SLAs, and security certifications.
- **Best-in-class ITIL alignment** with out-of-the-box processes aligned to ITIL v4, helping organizations mature their ITSM practices without starting from scratch.
- **An extensive integration ecosystem** with pre-built connectors, REST APIs, MID servers, and partner integrations, making ServiceNow highly adaptable to any environment.
- **Low-code and no-code development** using App Engine allows business units to extend functionality and build custom applications without deep coding expertise while enhancing agility.
- **Self-service portals and an omni-channel experience** provide modern, configurable interfaces for end-users, with integrated chat, mobile apps, and multi-channel support to enhance user satisfaction.
- **Continuous innovation and a clear product roadmap** with quarterly releases, AI-driven features, and a strong vision keep ServiceNow ahead of the competition.

MINDSPIRE'S

SERVICENOW COMPETENCIES

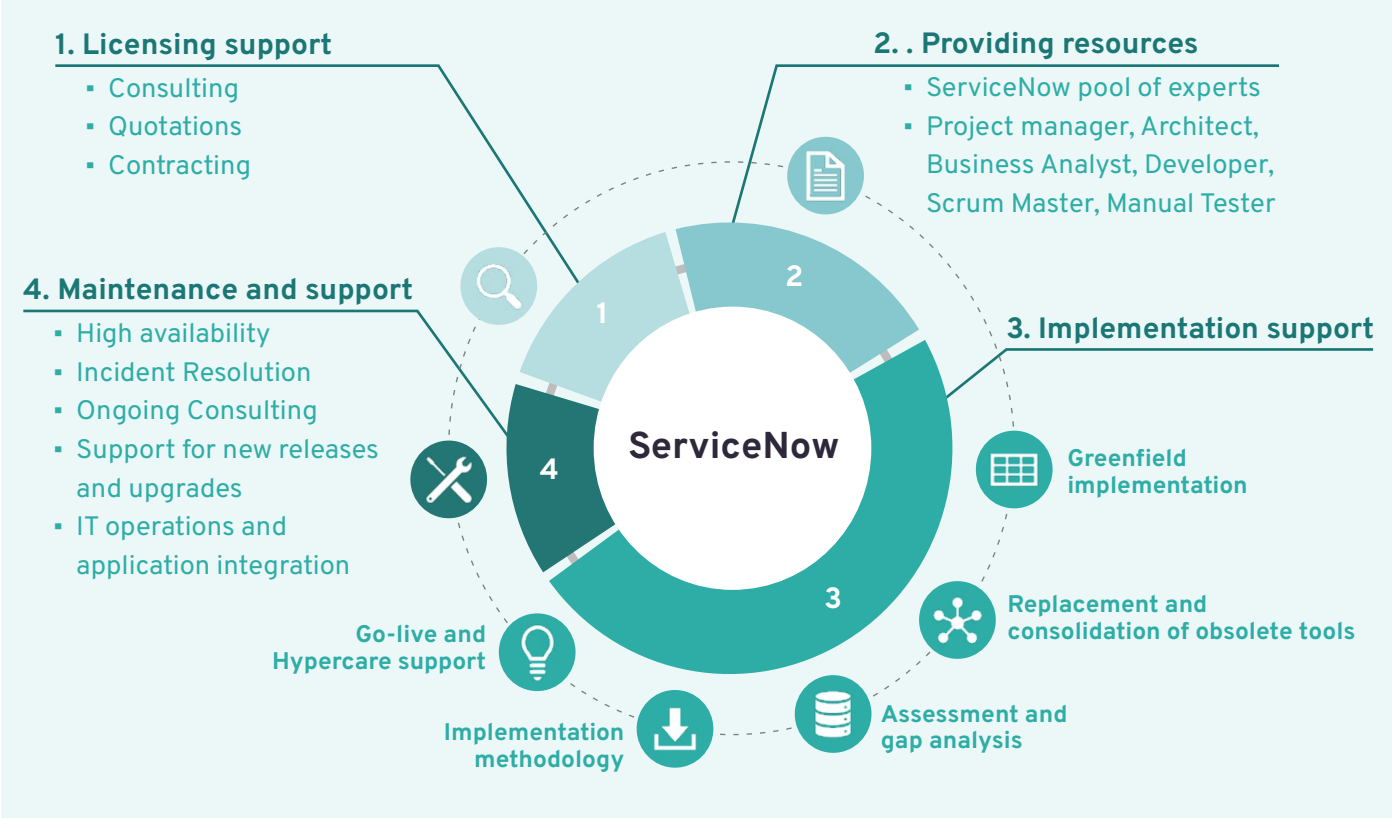
- MINDSPIRE provides **end-to-end consultancy for ServiceNow,** covering planning, tool selection, requirements and gap analysis, implementation, and post-implementation support.
- MINDSPIRE, a member of the Inovivo Group, is a **registered ServiceNow partner,** providing subscription reselling, consultancy, and implementation services.
- We deliver **end-to-end ServiceNow implementations in Hungary** and abroad, while offering a resource pool to enhance our clients' demand management and development capacity.
- The MINDSPIRE team of experts has **extensive experience in service management and ServiceNow implementations.**

To provide our services at an even higher professional level and broaden the areas we cover, we work in close collaboration with our strategic partner, BitKnights Solutions.

The key areas of expertise of BitKnights include:

- As a Premier Partner, BitKnights has the most extensive and advanced ServiceNow expertise in Hungary.
- Their certifications include CTA, CIS (ITSM, Security Incident, Vulnerability, Discovery, SPM), CAS, CAD core platform certifications, Micro and Delivery Certifications, Pre-Sales and Sales Accreditations.
- 4.5 CSAT
- BitKnights' clients operate across a wide range of industries, including Telecommunications, Financial Services, Travel, Retail, Aviation, Pharmaceuticals, Consulting, Technology, and Energy.
- They have a team of 25 experienced and highly qualified consultants, dedicated to quality and client satisfaction.
- BitKnights' services include best-practice-based implementations, consulting, roadmapping, and support.
- Their services also include greenfield implementations, consulting, architecture and integrations, as well as support, including upgrades.

MINDSPIRE COMPETENCIES



MINDSPIRE'S SERVICENOW & ITSM

REFERENCE PROJECTS

Assessment and GAP analysis

- Supported the gap analysis and the replacement of a custom service management solution with ServiceNow.
- Provided an assessment of the service operation model and offered professional consultancy on ServiceNow's CSDM and service-based operations. Created conceptual documents and service operation regulations.
- Performed a process and gap assessment to evaluate the feasibility of implementing the ServiceNow ITSM module and replacing obsolete tools in Bulgaria and Croatia.
- Participated in a group-level ITSM process assessment and harmonization initiative involving 13 group members across the CEE region. Provided experts to design ITSM processes and develop group-wide, service-based operational standards.

Implementation

- Delivered end-to-end implementation of a custom-developed service management and ticketing system and provided continuous post-deployment support.
- Rolled out ServiceNow ITSM modules (INC, REQ, CHG, PRB, KM, CMDB) across Serbia, Slovenia, and Albania.
- Delivered end-to-end implementation of the Service Portfolio Management (SPM) module to replace obsolete Project Portfolio Management (PPM) tools. Scope included the migration of active projects and all relevant system integrations.
- Implemented ServiceNow ITSM modules (INC, REQ, CHG, PRB, KM, CMDB) in Hungary.

Support & BAU governance

- Provided licenses as an official registered ServiceNow Partner, along with system support to our new client in the pharmaceutical sector.
- Continuously supply skilled personnel for ServiceNow requests related to BAU operations and ongoing projects, alongside delivering comprehensive system support services.

Which ServiceNow modules do we typically work with?

In addition to IT Service Management, our skilled experts cover a wide range of ServiceNow modules or capabilities, including:

- IT Operations Management (ITOM),
- Configuration Management Database (CMDB),
- Asset and License Management,
- Release and Deployment Management,
- Monitoring and Event Management,
- Knowledge Management,
- IT Service Level and Service Catalog Management,
- Service Portfolio Management (SPM),
- Project Portfolio Management (PPM),
- Customer Service Management (CSM),
- Field Service Management (FSM),
- ServiceNow AI Platform.

SAMPLES FROM MINDSPIRE'S

SERVICENOW EXPERT POOL

Senior Architect / Technical Consultant



Skilled professional with over a decade of experience in ServiceNow implementation projects. Specializes in planning and delivering comprehensive ServiceNow solutions, overseeing all architectural aspects of project and solution delivery. Proficient in architectural design, application development, and integration strategy to ensure scalable and efficient implementations.

Key skills

- ServiceNow Certifications: Certified Implementation Specialist, Certified Application Developer, Certified System Administrator.
- ServiceNow Expertise: Extensive experience in implementing and configuring ServiceNow solutions.
- Operating Systems: Advanced knowledge of UNIX/AIX, Linux, and Windows administration.
- Database Management: Proficient with DB2, Oracle, MySQL, and MS SQL Server.
- Programming Languages: Java, JavaScript, C/C++, SQL, PL/SQL, Jython, Python.

Senior Business Analyst



Experienced business analyst with strong IT and testing skills. Acts as a vital bridge between business and IT across various areas of IT development. Skilled in assessing existing services, as well as planning and implementing new ones. Proficient in translating business requirements into technical specifications and adept at understanding and designing complex IT business applications and developments.

Key skills

- ServiceNow assessment and implementation.
- Designing and deploying new IT solutions.
- Certified ServiceNow System Administrator and Implementation Specialist.
- Agile methodology, IT Service Management (ITSM), Project Portfolio Management (PPM), Customer Service Management (CSM), Experience with JIRA and Confluence.
- End-user training and preparation of user manuals.

ServiceNow Developer



Experienced in implementing ServiceNow modules and custom business applications. Conducts client workshops focused on best practices. Prepares both client-facing and internal technology-related deliverables. Proactively drives continuous improvements in implementation methodology and service offerings.

Key skills

- ServiceNow Best Practices and ServiceNow Application Developer online course.
- Experience in implementing and configuring the ServiceNow application portfolio.
- Strong background in architectural, application, and integration deployments.
- Rapid development of Proof of Value (POV) and Proof of Concept (POC) solutions.
- Programming languages: Java, JavaScript, C/C++, SQL, PL/SQL, Python, Python, HTML/CSS.
- Skilled in mobile development on iOS and Android platforms.

MINDSPIRE'S

LATEST REFERENCES

Our highlighted ServiceNow projects

Leading Hungarian bank: End-to-end implementation of a custom-developed service management and ticketing system, with ongoing support. Assistance provided for migration to ServiceNow and ticket archiving.

Hungarian pharmaceutical company: Provided consultancy on the service operation model, with a focus on ServiceNow's CSDM and service-based operation. Created conceptual documents and defined service operation regulations.

Leading Central and Eastern European banking group: License delivery, ITSM implementations, assessments, and gap analysis, with ongoing BAU support in the CEE Region & Hungary. Actively participated in a group-level ITSM assessment and harmonization initiative across 13 group members in the CEE region. Provided expert resources to define ITSM frameworks and establish group-wide service-based operational processes and standards.

Leading Hungarian IT service provider within the energy sector: Implemented the ServiceNow SPM module in two phases, enabling comprehensive support for general IT development processes with the full scope of SPM functionalities.

International pharmaceutical company: Delivered ServiceNow licenses as an official partner and provided ongoing system support services.



Our strategic partners

servicenow

BitKnights SOLUTIONS

ONESPIRE

MINDSPIRE'S

CORE CAPABILITIES for ServiceNow:

From implementation to continuous support

With a broad range of competencies, MINDSPIRE supports mid- and large-scale ServiceNow projects, from assessment and upgrades to integration. Our team of seasoned experts provide full coverage of all project aspects.

MINDSPIRE's primary strengths in delivering successful



Established methodology for assessment and GAP analysis, successfully utilized in numerous projects.



ServiceNow's established testing methodology and toolset for manual and automated testing.



Senior business- and system analysts experienced in various IT service management implementation projects.



Experienced senior program and project managers with over a decade in IT and vendor management in different industries.

Our value proposition for ServiceNow projects

01

Resource pool:
Providing the appropriate professional resources for any task.

02

Assessment:
Evaluating the client's requirements and current state, followed by recommendations for implementation.

03

Implementation:
Designing and executing greenfield and brownfield ServiceNow implementations.

04

GAP analysis:
Following the assessment activities include identifying areas for improvement, providing suggestions for implementation, and delivering feasibility studies.

05

Test management:
Providing professional test management and test analyst resources.

06

System integration:
Offering experienced integration specialists and integration managers.

07

Support:
Providing resources and continuous readiness to ensure continuous ServiceNow support operations.

08

Governance:
Provide comprehensive support for establishing and setting up long-term governance after implementation.

09

Add-on Developments:
Develop custom functionalities that extend the ServiceNow ecosystem.



Methodology

We offer our clients a proven assessment, gap analysis and implementation methodology developed through several projects. Alongside our core competencies, we provide a wide range of professional services, including license sales, support and governance.

Toolset

In our projects, we adhere to the recommendations of ServiceNow and aim to implement out-of-the-box solutions that are ready for immediate use. Our colleagues who hold official ServiceNow certificates can also assess individual client requirements and propose solutions.

Resources

Our team of over 30 experts including architects, developers, analysts, project managers, test managers and scrum masters, has proven its ability to deliver on several occasions. We have been involved in many successful and significant projects in Hungary and the CEE region.

WHY CHOOSE MINDSPIRE'S SERVICE MANAGEMENT AND SERVICENOW SERVICES?

Having completed numerous successful ServiceNow projects, we are confident in our ability to deliver results and are pleased to offer our services to new partners.

With more than a hundred years of combined professional experience, our team is well-prepared to take on new opportunities and generate further positive client feedback through successful project execution. Our commitment to excellence is dedicated to enhancing client satisfaction in Hungary and across the CEE region.

Number of countries our clients come from	Number of projects implemented in	Number of professional consultants	Man-years of accumulated experience
7	10+	30	100+

MINDSPIRE Consulting Ltd.

MINDSPIRE

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