

servicenow



SmartAMS

The smartest, integrated Application Management Service (AMS) to keep your ServiceNow platform stable and driving innovation

What if the ServiceNow® platform was your **greatest strategic asset**?

Imagine having full confidence in platform stability and time for innovation. Make it a reality with high-quality managed services and a team of ServiceNow experts that flex with your needs.

Fully stable and optimized platform

Proactive platform updates

Seamless internal alignment

Increased platform ROI

Performance Analytics Technical



System Administrator

Customer Service Management

Intelligence and Generative AI



Technical Architect

IT Operations Management



Advisor

Core Services



Developer



UI/UX Designer

Field Service Management



Consultant



Solution Architect

IT Asset Management



Scrum Master

Integration Services

IT Service Management



Solution Consultant



Say hello to SmartAMS

The smartest, most comprehensive, and flexible Managed Service to run, evolve, and innovate your ServiceNow platform, ensuring it grows with your business

Strategic & proactive

In addition to addressing issues as they arise, we **anticipate your needs** to ensure your ServiceNow platform evolves into a truly reliable enterprise solution.

Embedded & consistent

Our team **integrates with and complements your internal staff**, providing specialized skills to enhance your capabilities and deliver steady support.

Quality & responsive

Our team of **pure-play platform experts** are committed to going the extra mile to make sure you're getting the best that the platform has to offer.

End-to-end services to take your platform to the next level

Service hours: 7:00-19:00 CET Monday-Friday | Critical incident support: 24/7



Baseline services

Stabilize your platform to keep the day-to-day running smoothly.



DevOps Platform & Licensing Governance



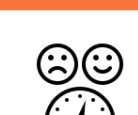
Upgrade Management



Support Service Execution



Clone Management



Continuous Service Improvement



Support Requests



Corrective Maintenance



Change & Release Management



Patch Management



Problem Management



Incident Management

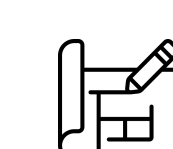


P1 Incident Service

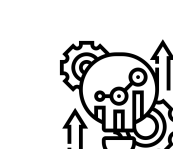


Scalable services

Scale your services to accomplish other platform needs as they come up.



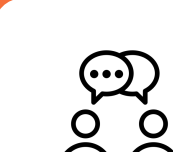
Advisory



Business Analysis



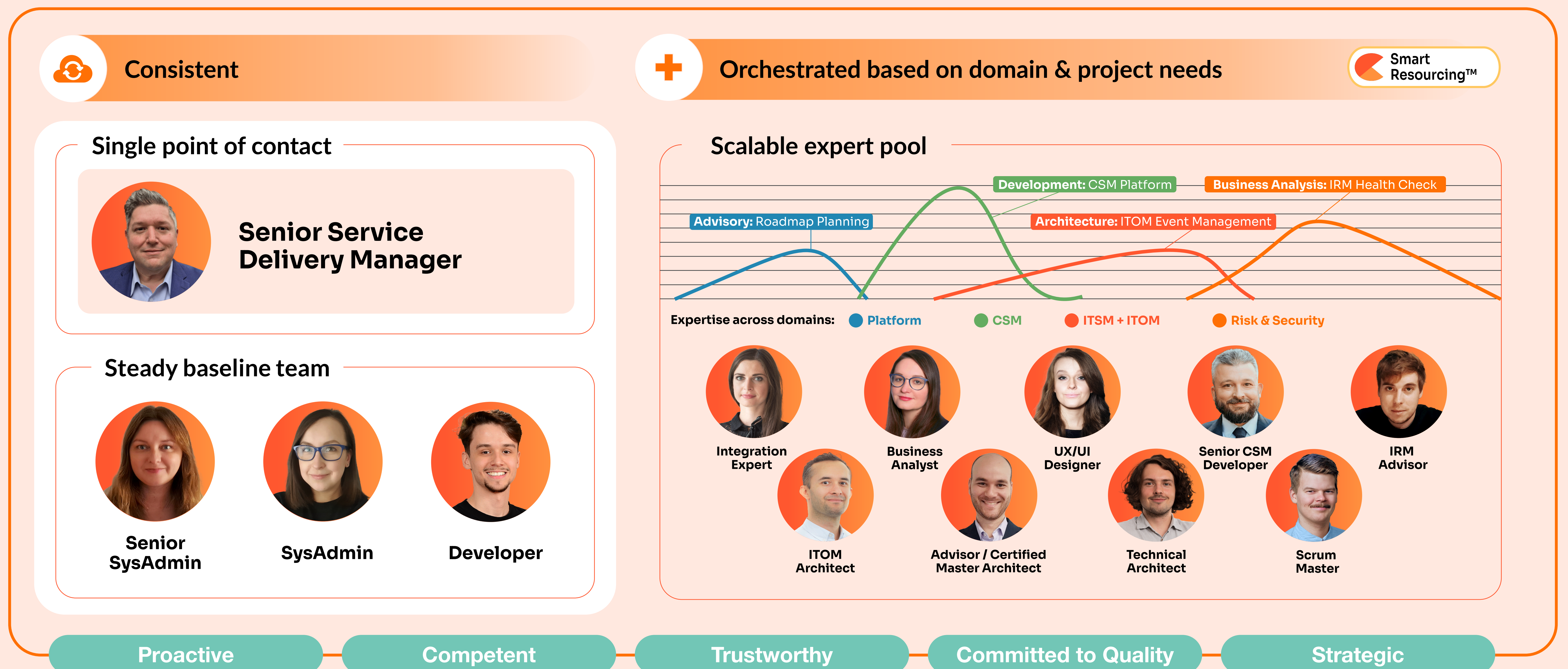
Architecture



Development

No matter the project, we have the skills to help

Get one point of contact and a dedicated baseline team to keep your platform running smoothly. You'll also have access to 350+ certified ServiceNow experts for special projects.



SmartAMS helps organizations see outcomes like:

More time for innovation that drives business results

Proactive, disruption-free platform stability

Reduced overhead costs & technical debt

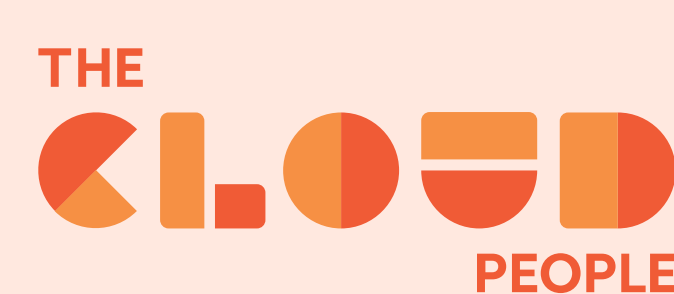
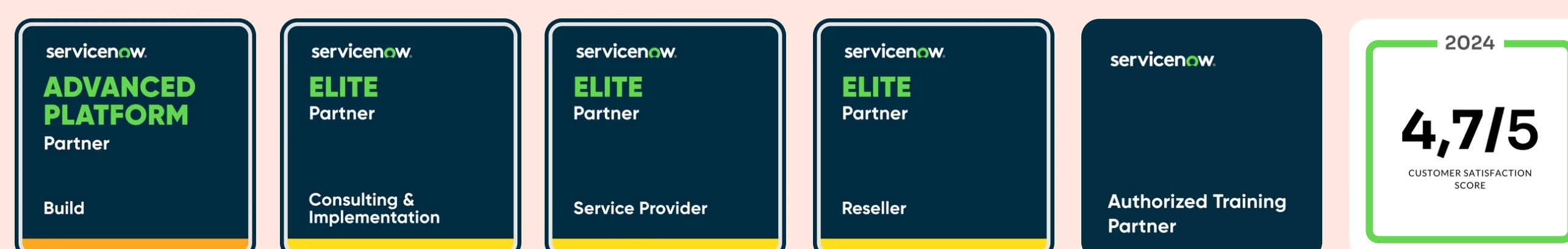
Always up-to-date & future-ready instance

Strategically allocated & optimized resources

Fast access to in-depth ServiceNow knowledge

What you get when working with The Cloud People

- ✓ Alignment of daily operations and development teams
- ✓ Real-time visibility and updates into who's working on tasks at any time
- ✓ Flexible, pay-as-you-go model — no surprises or hidden fees



Ready to stabilize and innovate on your platform?

Learn more about how The Cloud People can help you find the flexible support you need to get the full value from your ServiceNow instance.

Scan to visit our website:

