



BIGRIO SERVICENOW DISCOVERY FRAMEWORK

OUR servicenow® CAPABILITIES

Strategy & Advisory

We dig deep into your operating model, workflows, and goals to develop ServiceNow roadmaps that are pragmatic, scalable, and tailored. From executive workshops to tech stack assessments, we ensure alignment from the start.

Accelerated Deployments

Our agile-led playbooks deliver ServiceNow modules faster—without cutting corners. We combine technical excellence with stakeholder engagement to ensure seamless rollouts and rapid value realization.

Custom Development

Need something bespoke? We design and build custom ServiceNow apps and workflows to address your specific business logic, compliance requirements, and user needs.

Enterprise Integration

We connect ServiceNow to your broader digital ecosystem—Salesforce, Workday, SAP, AWS—using secure APIs and best-practice architecture to ensure smooth, synchronized operations.

Managed Optimization

From ongoing upgrades to performance monitoring and enhancement support, we keep your ServiceNow instance current, secure, and continuously improving.

Organizational Enablement

We offer communications plans, training tracks, and change adoption programs that make sure your people succeed—not just your platform.

INDUSTRY-FOCUSED SOLUTIONS

Healthcare & Life Sciences

HIPAA-compliant workflows, streamlined clinician onboarding, and modernized back-office processes for improved patient care delivery.

Financial Services

ServiceNow implementations built to handle KYC, AML, risk auditing, and client lifecycle servicing—all aligned with stringent compliance needs.

Education

Unified student service portals, automated IT/HR processes, and academic operations modernization within budget-conscious institutions.

Public Sector

Government-grade ServiceNow deployments optimized for procurement, grants, HR, and secure citizen services.

Retail & Manufacturing

Solutions to enhance field operations, inventory tracking, and omnichannel customer engagement with real-time visibility and support.

WHY BIGRIO

Deep domain and vertical expertise across regulated industries

Certified ServiceNow architects and developers with real-world experience

Flexible engagement models: project-based, co-managed, or full lifecycle

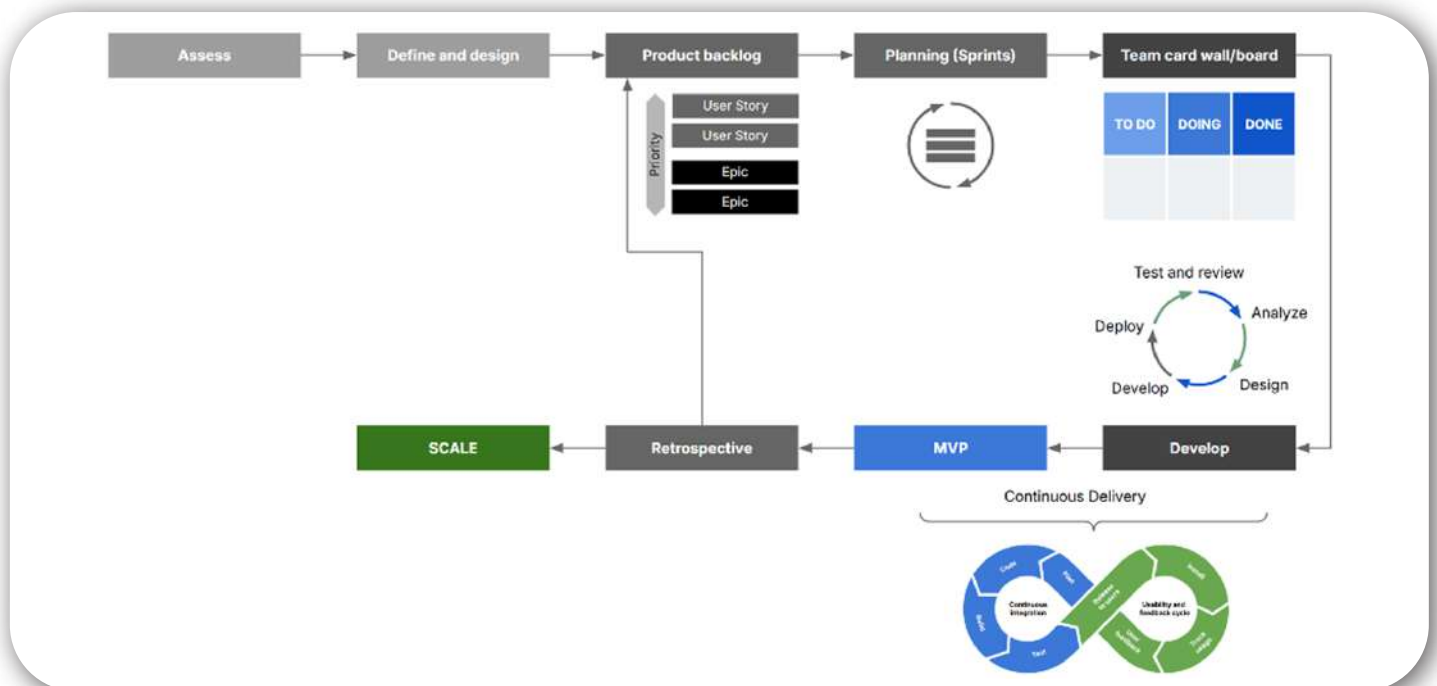
Proven accelerators and implementation frameworks that reduce cost and complexity

A collaborative, co-creation mindset that ensures alignment from day one

AGILE DELIVERY ALIGNMENT

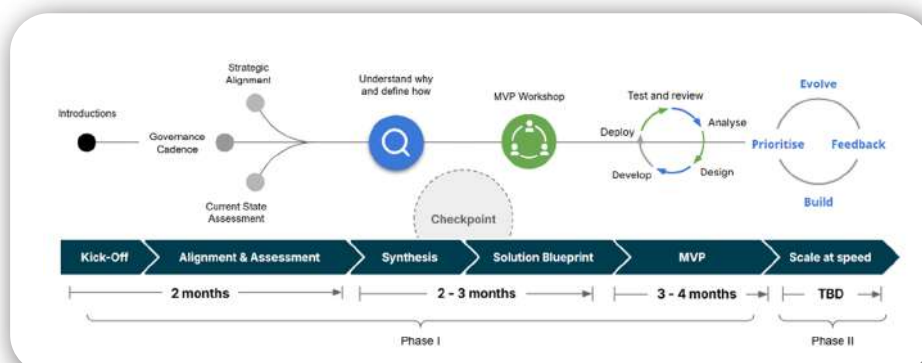
Discovery outputs are structured to feed directly into agile delivery workflows. BigRio's delivery methodology embraces iterative sprints, backlog grooming, MVP design, and continuous stakeholder feedback.

The indicative diagram below illustrates our agile delivery model, which helps client visualize how discovery insights convert into scalable implementation cycles:



In alignment with this, the broader transformation journey from discovery to scale is also outlined below. This high-level journey visual showcases key checkpoints from current state assessments and solution blueprinting through MVP and enterprise rollout.

The following diagram is indicative of how discovery aligns with broader transformation milestones and governance checkpoints.

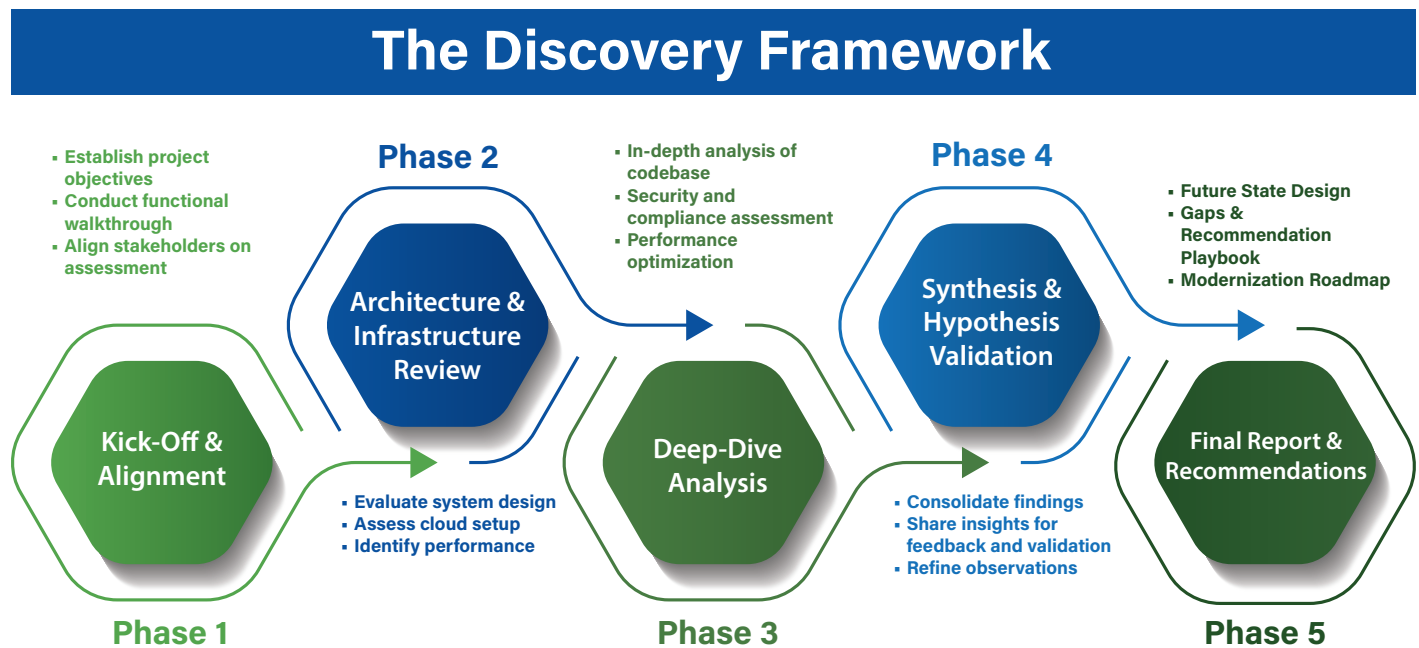


DISCOVERY FRAMEWORK & APPROACH

Our discovery process follows a five-phase methodology designed to deliver clarity, alignment, and execution readiness. These phases include: Kick-Off & Alignment, Architecture & Infrastructure Review, Deep-Dive Analysis, Synthesis & Hypothesis Validation, and Final Report & Recommendations.

Each phase builds upon the last from setting clear objectives and evaluating existing systems to validating hypotheses and developing a modernization roadmap. The framework incorporates assessments of system design, security, compliance, workflow efficiency, and performance optimization.

An indicative diagram of the Discovery Framework is included below to illustrate the phased approach.



Phase 1: Kickoff & Alignment

- Define goals (e.g., ITSM optimization, HRSD expansion, CMDB enrichment)
- Map key stakeholder priorities and existing platform landscape
- Establish project timelines, access controls, and resource requirements

Phase 2: Technical & Architecture Review

- Evaluate current ServiceNow modules and customizations (if any)
- Assess CMDB maturity, MID server deployment, plugin activation
- Review environment design for scalability, compliance, and cloud readiness

Phase 3: Workflow & Integration Analysis

- Analyze onboarding, request management, incident triage, knowledge workflows
- Review existing data models, credentials management, asset discovery schedules
- Identify manual workflows that could benefit from orchestration and automation

Phase 4: Validation & Recommendations

- Validate findings and hypotheses with client's technical and operational leads
- Identify critical blockers and low-effort/high-impact improvements
- Prioritize areas for automation, Service Catalog expansion, and CI integrity

Phase 5: Final Report & Strategic Roadmap

- Deliver a comprehensive findings report with implementation sequencing
- Outline solution architecture diagrams for optimization and scalability
- Present a phased roadmap with time estimates and investment tiers

REFERENCE ARCHITECTURE & DISCOVERY SCOPE

BigRio will lead the discovery execution aligned with best practices:

- **Discovery Setup:** MID server install (cloud/on-prem), plugin verification
- **Discovery Execution:** Collect IP ranges, define device credentials, run OOTB discovery
- **CI Validation:** Review accuracy, gaps, and duplications in configuration item inventory
- **Orchestration (Optional):** AD account creation, reset, decommissioning via ServiceNow workflows

A visual representation of the reference architecture will be included in the final deliverable, customized for client's technology stack.

DISCOVERY DELIVERABLES

- Executive Summary Deck
- Technical & Functional Discovery Report
- Validated CMDB Data Set and CI Assessment
- Strategic Implementation Roadmap
- Integration & Automation Recommendations
- Optional Reference Architecture Diagrams

WARRANTY, MAINTENANCE & SUPPORT



- Version-controlled deliverables
- Ongoing clarification support throughout engagement
- Post-discovery implementation advisory services available (optional)

ESTIMATED TIMELINE & MILESTONES



Phase 1: Discovery (3–4 Weeks)

- Week 1: Kickoff, stakeholder interviews, MID server setup
- Week 2: Credential collection, IP mapping, Discovery execution
- Week 3: Validation and optimization
- Week 4: Draft final report, review, and roadmap presentation

Phase 2 (Optional): Implementation Planning & Initial Rollout (4–6 Weeks)

- Scoping and setup of priority modules (ITSM, HRSD, etc.)
- Process documentation and sprint planning for high-impact use cases

ROLES & RESOURCES

- **Project Manager:** Oversees delivery timelines and reporting
- **ServiceNow Architect:** Leads discovery design and integration assessments
- **Developer / Engineer:** Supports execution of MID server and discovery runs
- **Business Analyst:** Gathers stakeholder inputs and maps functional workflows
- **Healthcare SME (Optional):** Guides relevance to client's operational priorities

NEXT STEPS

- **Confirm engagement kickoff and access provisioning**
- **Assign client project POCs and key stakeholders**
- **Schedule Phase 1 activities and joint alignment sessions**
- **Optionally scope Phase 2 based on discovery outputs**

With extensive domain knowledge, BigRio's scientists and engineers design and build best-in-class solutions across a variety of verticals. This diverse industry exposure and our constant exposure with cutting-edge technology equip us with invaluable tools, strategies, and techniques. Our talent pool of experts brings innovative, cost-conscious, and extensible results to complex business challenges.

BigRio's support through our ServiceNow partner engagements have delivered measurable outcomes across complex, regulated industries.

For further inquiries, please contact us at info@bigr.io