

Capability Statement



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Altus Cloud Tech helps agencies support the ServiceNow system. Altus's certified resources help agencies realize the best value from their ServiceNow Investment and implementation by using industry best practices and ServiceNow expertise.

Core Competencies

Altus Cloud Tech can help agencies and companies with implementation and support of ServiceNow IT ticketing tool. Our team of experts can support and manage your "as-is" implementation, enhance and optimize your ServiceNow current state or install and configure a new ServiceNow platform.

Support Areas:

Implementation, Configuration and Administration

- Implement and configure ServiceNow as a Ticketing tool
- Support daily ServiceNow Admin operations
- Provide custom scripting and integration with other systems

Business Process Optimization - Mapping and Automation

- Map existing business process
- Automate existing business processes within ServiceNow

Differentiators

- Certified ServiceNow application developer resource.
- 9+ years providing ServiceNow application Development and Supporting existing processes.
- Experienced implementing ServiceNow to commercial clients, providing cost savings, increasing efficiency
- Specializing in the Customer Experience(CX).
- As consultants focused on customers getting the best value out of their ServiceNow Implementations

Past Performance

Charles River Development (State Street Corp): 05/2022-Present. Assisted the creation of a ServiceNow self-service Catalog automating access requests, decreasing risk, and Improving compliance. This benefitted all the users in the company and added cost-savings. Mapped, documented, and automated various other business processes resulting in increased productivity. Add POC, email

Intuit; (08/2020 - 04/2022) General support, maintenance, and custom Programming on the ServiceNow Platform. This improved usability and availability of the Platform and improved Customer Experience.

Company Data

SAM ID: SK3GHAJ5V9D3

CAGE Code: 9DQB8

Socio-economic certifications:

SB, Self-Certified SDB

NAICS:

541511

541512

511210