CASE

Customer Advisory and Support by Enable

CASE helps you meet evolving challenges head on

"CASE really supports our agility and the skills we need when we need them. The service also provides commercial flexibility and great value for money. An example would be leadership through our strategy and roadmap sessions, which has provided guidance to sequence and prioritise capabilities. The entitlements for CASE such as health check really help to support the ServiceNow platform."

Foxtel: Mark Strachan (Director of Technology Services)

"We really listened to customers, to tune this service to be a 'no brainer' proposition. The value delivered is proven through feedback and the metrics we're seeing, with a typical return on investment of 216%. CASE is getting this success because it's based on proper collaboration."

Ian White, Head of CASE for Enable

REALISE VALUE AND SAVE COSTS WITH CASE: CUSTOMER ADVISORY AND SUPPORT BY ENABLE

Right now, organisations need to be agile. They need ways to deliver their services while reducing costs. Hiring freezes will be prevalent, and teams will need to do more with less. Enable is working hard to help customers innovate, find cost savings, and grow value. In March 2020, for example, our team partnered with AIIA to release the Australian Business Continuity site (www.australianbusinesscontinuity.com.au)

With CASE, we can help you too.

WHY CASE

Value realisation:	Flexibility & efficiency:	Strategy & innovation:	Culture & collaboration:	Rich service inclusions:
Reduces fixed cost for your business, and achieves more outcomes with less time and often less cost	Offers resource flexibility with access to expert advisory and ServiceNow capability	Delivers strategic roadmaps for ongoing investment, ideas and innovation accelerators	Proactively encourages a combined team approach and upskills your team	Has inclusions that provide fantastic value and protect the platform investment in terms of health, security, licence alignment and more

CASE

Our CASE advisory service will augment and support your teams.

Our assistance ranges from taking on work holistically to mentoring, training and even recruiting to build capability. Essentially, it's what you need when you need it. At the same time, a range of entitlements keep the platform secure, healthy and upgraded, so you can focus on adding value and keeping costs down.

CORE CASE SERVICES*

Principal led hours of capacity to access 250 certified experts

Roadmap & journey planning

Security review

Health check

Executive dashboard

License audit

Config baseline audit

Upgrade readiness plan

*ADDITIONAL CASE SERVICES
- OCM STARTER
- RAPID UPGRADE PACKAGE

TYPICAL CHALLENGES CUSTOMERS USE CASE FOR

Training

Mentoring

Advice/ Guidance

Continuous Improvement

Backlog & Prioritisation

Remaining Current

Capacity

Capability

Process Improvement

Domain Maturity

Speed of Innovation

Platform Health & Governance

Team Augmentation

Adoption and OCM

Manual Business Process

Spreadsheets & Inboxes

License

Security

PEOPLE   **PROCESS**   **PLATFORM**

WHAT OUR CUSTOMERS SAY

"When we looked at the return on investment, we discovered CASE has delivered a 150% return on investment. So, for every $1 spent on CASE we are seeing more than $1.50 back into the business ... The attitude, proactivity and outcomes of Enable are second to none as they help drive our strategy and roadmap. I would recommend the CASE service to ANY ServiceNow customer."

"The value we get from advice and guidance cannot be overstated. Being able to draw on the expertise required means we can be more efficient with our own resources. The value we got from the health check and the upgrade readiness plan alone have paid for CASE. The leadership shown to assist with our go forward strategy and roadmap has been excellent."

*Within a short space of time, an idea turned into a plan that became a project that turned into a solution that would hopefully benefit many Australians yearning for business continuity. Enable were critical to this and their name was a true testament to what they do and that was to enable the idea to come to life. What was truly inspiring was the way the entire team managed to work remotely and virtually without missing a beat. No traffic jams, planes to catch or meeting rooms to source. With a couple of clicks, we were all in one virtual place, collaborating and getting the job done. The experience was a terrific one." [(Read this case study) **](#)*

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AIIA: Ron Gauci
(CEO)

**https://image.enableps.com/wp-content/uploads/2020/03/AIIA-Remote-Working-Case-Study.pdf