

Deliver Seamless, Proactive Customer Service on a Single Platform

Powered by
servicenow

Delivered by
ROYAL CYBER

Overview

ServiceNow Customer Service Management (CSM) enables organizations to deliver connected, proactive, and efficient customer service by unifying customer engagement, case management, and enterprise workflows on a single platform.

CSM breaks down silos between customer service, IT, and operations—allowing teams to resolve issues faster, automate complex service processes, and improve customer satisfaction across every channel.

CSM Packaging Overview

Customer Service Management (CSM)

	CSM Standard v7	CSM Professional v7	CSM Enterprise v7
Communities	✓	✓	✓
Customer Service Management	✓	✓	✓
Custom Tables (FF/UU) ^c	25/100	50/100	50/100
Digital Portfolio Management	✓	✓	✓
Engagement Messenger	✓	✓	✓
IT Service Management	✓	✓	✓
Portal Visits (FF/UU)	1000/200	2000/400	4000/800
Universal Request	Universal Request	Universal Request Pro	Universal Request Pro
Walk-Up Experience	✓	✓	✓
Continual Improvement Management		✓	✓
DevOps Change Velocity		✓	✓
Digital Product Release		✓	✓
Mobile Publishing		✓	✓
Outsourced Customer Service		✓	✓
Platform Analytics Advanced		✓	✓
Predictive Intelligence		✓	✓
Proactive Customer Service Operations		✓	✓
Vendor Manager Workspace		✓	✓
Virtual Agent (FF/UU)		1000/Unlimited	1000/Unlimited
Process Mining			✓
Workforce Optimization			✓

Our Clientele

AON

Capital One

S&P Global

TEXAS

Royal Cyber CSM Auto-Config – Accelerated Deployment

CSM Auto-Config is a deployment accelerator that automates and standardizes the initial configuration of ServiceNow Customer Service Management (CSM)—including cases, categories, routing, portals, and workflows. It enforces best practices from day one and eliminates repetitive manual setup activities.

Measurable Results

- ✓ Deployment reduced from months to weeks
- ✓ Consistent, error-free CSM configurations
- ✓ 40% reduction in implementation cost
- ✓ 4× faster CSM deployments
- ✓ Faster adoption and improved agent productivity

Business Challenges

- ✓ Manual CSM setup delays go-live
- ✓ Configuration errors leading to rework and inconsistencies
- ✓ Lack of standardization across service teams and channels
- ✓ High implementation effort and dependency on skilled resources
- ✓ Delayed time-to-value for customer service operations

Why Royal Cyber ?

- ✓ Gartner-recognized consulting and implementation partner
- ✓ Premier & Elite certifications with deep expertise across ServiceNow modules and industries
- ✓ ServiceNow-certified SMEs with 14+ years of implementation and managed services experience
- ✓ Global delivery footprint, headquartered in Chicago
- ✓ 9 ServiceNow Store apps, demonstrating strong engineering and product innovation
- ✓ Customer satisfaction rating: 4.2/5 across delivered projects and services
- ✓ Extensive certifications, including: - CSA, CIS, CAD

Powered by Royal Cyber Accelerators

CSM use cases are delivered using Royal Cyber’s CSM Auto-Config accelerators and proven delivery frameworks, enabling faster go-lives, standardized configurations, and reduced implementation risk across customer service operations.

Engaging through Royal Cyber also helps optimize ServiceNow CSM licensing and implementation costs through the right edition selection, scoped delivery, and reusable accelerators.

Gartner recognition



14+
Year in ServiceNow
Business

100+
Enterprise Project
Delivered Successfully

250+
Certified ServiceNow
Experts at your Service



Business
Consulting



Implementation/
Upgrade/
Enhancement



Business
Process Design



Non-IT Business
Process Automation



System
Integration



Support