

# AI-Powered ITSM with Faster Time-to-Value (Offerings & Rapid Deployment)

Powered by **servicenow**

Delivered by

**ROYAL CYBER**

## Overview

ServiceNow ITSM delivers a modern, AI-powered service management experience through three scalable packages—Standard, Professional, and Enterprise—built on the ServiceNow AI Platform®.

Royal Cyber accelerates time-to-value using proven delivery frameworks and ITSM Auto-Config accelerators, reducing implementation timelines from months to weeks while ensuring consistency and best practices from day one.

## ITSM Packaging Overview

	ITSM Standard v3	ITSM Professional v3	ITSM Enterprise v3
App Engine Starter <sup>2</sup>	25	50	50
Asset Management	✓	✓	✓
Change Management	✓	✓	✓
Cost Management	✓	✓	✓
Digital Portfolio Management	✓	✓	✓
Incident Management	✓	✓	✓
Problem Management	✓	✓	✓
Request Management	✓	✓	✓
Universal Request	Universal Request	Universal Request Pro	Universal Request Pro
Walk-Up Experience	✓	✓	✓
Continual Improvement Management		✓	✓
DevOps Change Velocity		✓	✓
Digital Product Release		✓	
Mobile Publishing		✓	✓
Platform Analytics Advanced		✓	
Predictive Intelligence		✓	✓
Vendor Manager Workspace		✓	✓
Virtual Agent <sup>1</sup>		✓	✓
Process Mining			✓
Workforce Optimization			✓

## Our Clientele



# Royal Cyber ITSM Auto-Config – Accelerated Deployment

ITSM Auto-Config is a deployment accelerator that automates and standardizes the initial configuration of ServiceNow ITSM, including groups, categories, notifications, and workflows. It enforces best practices from day one and eliminates repetitive manual setup activities.

## Business Challenges Addressed

- ▶ Manual ITSM setup delays go-live
- ▶ Configuration errors lead to rework and inconsistencies
- ▶ Lack of standardization across teams and projects
- ▶ IT teams spend time on setup instead of value delivery

## Measurable Results

- ▶ Deployment reduced from months to weeks
- ▶ Consistent, error-free configurations
- ▶ Reduced implementation effort and cost
- ▶ Faster adoption and improved team productivity
- ▶ Up to 40% reduction in implementation cost

## Why Royal Cyber

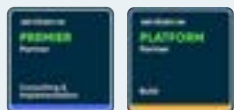
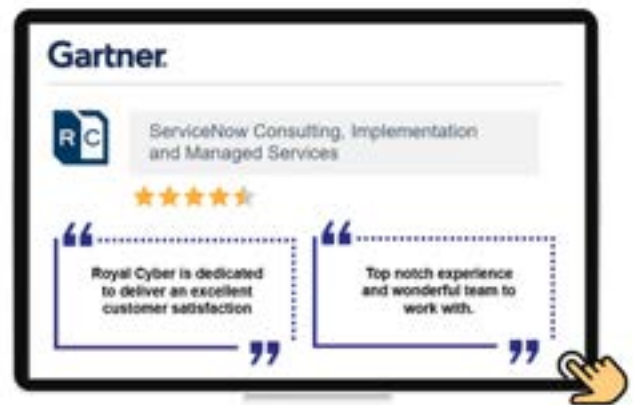
- ✔ Gartner-recognized consulting and implementation partner
- ✔ Premier & Elite certifications with deep expertise across ServiceNow modules and industries
- ✔ ServiceNow-certified SMEs with 14+ years of implementation and managed services experience
- ✔ Global delivery footprint, headquartered in Chicago
- ✔ 9 ServiceNow Store apps, demonstrating strong engineering and product innovation
- ✔ Customer satisfaction rating: 4/5 across delivered projects and services
- ✔ Extensive certifications, including: - CSA, CAD, CIS

## Powered by Royal Cyber Accelerators

All use cases are delivered using Royal Cyber's ITSM Auto-Config and proven delivery frameworks, enabling faster go-lives, consistent configurations, and reduced implementation risk.

Engaging through Royal Cyber helps optimize licensing and implementation costs through the right package selection and scoped delivery.

## 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