



# SILVERSTORM

At **SilverStorm** we help our customers to become **SERVICE ORIENTATED** businesses. Companies that are looking to change the way they operate use **SilverStorm** to bridge the gap between the design of a Service and the correct delivery of the Service. Service orientated customers rapidly increase revenue by using Information Technology (IT) to benefit the business.

We are committed to resolving our customer's problems with a flexible and professional approach to every situation. Our team of experienced consultants provides visionary solutions aligned with industry best practices. Adopting a practical approach to **Enterprise Service Management**, we take our

customers step by step through the phases of *Strategy, Design and Transformation*. We deliver tried and tested functionality for every possible service management deliverable.

**SilverStorm** works with the leading Cloud Solution provider, ServiceNow, to deliver our solutions. Working together, we provide automated end-to-end services that consolidate *service management, operations management, business management and custom application development*, uniting the business through a single system of record. This **structured and orchestrated approach** eliminates the need for manual intervention, time-consuming delivery cycles and unproductive resources.

## Bridging the gap

100% of Consultants are ServiceNow Certified

Doing business with SILVERSTORM

Founded in 2002

ServiceNow Partner since 2007



Corporate Headquarters in Spain

5 offices operating

in 4 regions: - North America - South America - Europe - Middle East & Africa



95% Customer Satisfaction\*

96% Technical Knowledge\*

93% Recommendation to other\*

\*Results of ServiceNow survey with SilverStorm customers based on our implementation

24 different countries where we have delivered projects



Native English, French, Italian, Spanish and Brazilian speaking consultants

SILVERSTORM Customer's Business Benefits

76% of customers are now service orientated



Revenue IT Cost

\$ 61% of customers now operating IT Shared Services and Global Business Services to enable transformation  
36% of customers deploying end-to-end services

SILVERSTORM Statistics in servicenow Projects

- Operations Management
- Service Management
- Business Management
- Custom Application Development

25+ integrations in production

5 SilverStorm plugins created

24 servicenow upgrades delivered into production

51 servicenow Global installations

15

servicenow processes implemented

6 Global MSP customers

500.000+ end-users working on instances implemented by SilverStorm

7 "non-IT" applications delivered



## About SilverStorm

**SilverStorm** was founded by experts in IT Service Management in 2002. Since 2007 we have been partnering with ServiceNow. Today we are working across 4 continents having delivered projects in more than 24 countries. Headquartered in Spain, we are

seen as leaders in the delivery of Enterprise Service Management solutions. More than 500,000 people around the world are using our combination of **'People, Processes and Technology'** to achieve credible and collaborative results.



## Consulting

**SilverStorm Consulting Services** are comprehensive, yet flexible, providing the support you need to design, deploy, and manage your services.

Any complex project related to IT infrastructure, requires vision, planning and precise execution. For today's IT departments, company initiatives to 'cut costs', 'create efficiency' or 'improve service levels' often become complex projects that demand the focus of the entire team. Whether you're building an entirely new solution, or transforming an existing one in order to better run your business, the right resources are essential to staying on course and achieving these critical objectives.



## Support

The focus at **SilverStorm Customer Service** is on the delivery of continual improvement to the customer. We are committed to increase productivity and reduce associated costs through innovative and proactive customer service methods.

Leaving the theory behind to concentrate on the real life situation, **SilverStorm** will take care of the day-to-day tasks related to product maintenance.



## Education

Making informed decisions related to the direction of your service relationship practice begins with a solid foundation. **SilverStorm Education Services** offer training solutions designed to provide the essential building blocks needed in order to evolve services.

Our flexible learning solutions allow our customers to expand product expertise and develop the skills required to adopt best practices. We give users across the business the skills they need to work productively from the start. Flexible training solutions are available, including public courses for system administrators and developers, as well as custom training courses.



## Customer Quotations

*"SilverStorm demonstrated their professionalism and expertise throughout the deployment of ServiceNow"*

**Miguel Ángel González Doval**  
Head of Quality & Information Systems Management  
CEPSA

*"Although ServiceNow has only been in production for a short period of time, we are encouraged by the initial results our internal indicators demonstrate.*

*The following results are based on our observations during our first 5 months with ServiceNow:*

- A 29% reduction in the time to resolve incidents.
- An increase of 6.47% in end-user satisfaction
- Service levels have increased by 11.21%"

**Miguel Ángel González Doval**  
Head of Quality & Information Systems Management  
CEPSA

*"SilverStorm helped improve our IT services throughout the entire organization by supporting our ITIL process"*

**Filipe Lucas**

Responsible for Service Management, part of the Management of Information and Systems - edp Group

&

**Hugo Loredocolunga** -  
Information Technology Technical Director,  
hcenergia - edp Group



## SILVERSTORM Contact Details

### SilverStorm HQ

P. de Zorrilla, 191 bis  
47008 Valladolid  
ESPAÑA

### SilverStorm UK

71 Smithbrook Kilns  
Cranleigh  
Surrey GU6 8JJ  
UK

### SilverStorm USA

6505 W. Park Blvd,  
Ste 306  
Plano, TX 75093  
USA

### SilverStorm LATAM

AVENIDA EJÉRCITO NACIONAL 843-B  
Torre Corporativo Antara Piso 5.  
Col. Granada, C.P. 11520.  
Delegación Miguel Hidalgo  
México D.F.