Meet The Experts in ServiceNow Excellence

Your ServiceNow platform shouldn't be another costly investment gathering dust; it's a powerful tool waiting to supercharge your team. Our dynamic team of ServiceNow engineers, researchers, process consultants, taxonomists, and creatives set us apart. Together, we shatter the mold, transforming every user challenge into tailored, seamless workflows and an ever-evolving user experience. To us, it's not just ServiceNow as usual, it's ServiceNow reimagined.

250+
ServiceNow Implementations in 4 Global Regions

200+
Product Line Certifications

4.4
ServiceNow Customer Satisfaction Score

servicenow.
ELITE Partner
Reseller

servicenow.
ELITE Partner
Consulting & Implementation

Our Expertise Goes Beyond Conventional Approaches

In-Depth Expertise & Strategic Guidance

We believe in ServiceNow, and have a dedicated team to prove it. With over a decade in the ecosystem and global delivery teams, we ensure your investment becomes an integral part of your daily operations.

Tailored-To-You Experiences

At Veracity, we don't just make ServiceNow work, we make it work for you. Every organization is unique, and our human-centered approach ensures seamless adoption without disruption—helping your organization adapt more smoothly.

Accelerated Time-to-Value

Our expertise helps complete projects efficiently, reducing deployment timelines, saving resources and gets your team running on ServiceNow faster, so you can reap the benefits of a perfectly suited implementation quickly.

Ongoing Support & Optimization

We begin with where you are now, and make sure it lines up with where you want to be. We keep testing, optimizing and training, so you get long-lasting value, stay on track with your strategy, and see a return on your investment from implementation to post-go-live.

People + Process + Technology

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Customer Service Management (CSM)	Field Service Management (FSM) across Financial Services & HCLS
HR Service Delivery (HRSD)	Employee Onboarding & Journey Management
Employee Portal, EC Pro & Taxonomy Design	IT Service Management (ITSM)
IT Operations Management (ITOM)	IT Account Management (ITAM)
Integrated Risk Management (IRM) & Governance, Risk & Compliance (GRC)	Hyper Automation & Low-Code
Value Realization Discovery & Strategic Roadmap	Platform Health Assessment

Get Yours Now
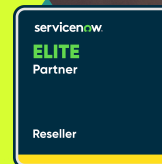
We Love a Good Success Story.

Case Study: Putting IT Control Back in the Hands of 50k+ Remote Employees

As a global food packing company transitioned to a more remote workforce, their IT service delivery platform struggled to meet increasing demand. Complex taxonomy, unintuitive naming conventions, and a lack of visibility into support requests led to frustration among users. With the rise of remote work, the need for easy submission and tracking of IT requests became critical. Veracity tackled the challenge by leveraging the power of ServiceNow to create a user-friendly interface that empowered users to navigate and self-serve efficiently. Key improvements focused on streamlining support ticket submission, a reimagined taxonomy based on user interviews and testing, and a personalized dashboard design that balanced information and interactivity for intuitive support. **In the end, Veracity delivered a significant improvement in user satisfaction and a notable reduction in support ticket volume—successfully contributing to an empowered user base of over 50k employees.**
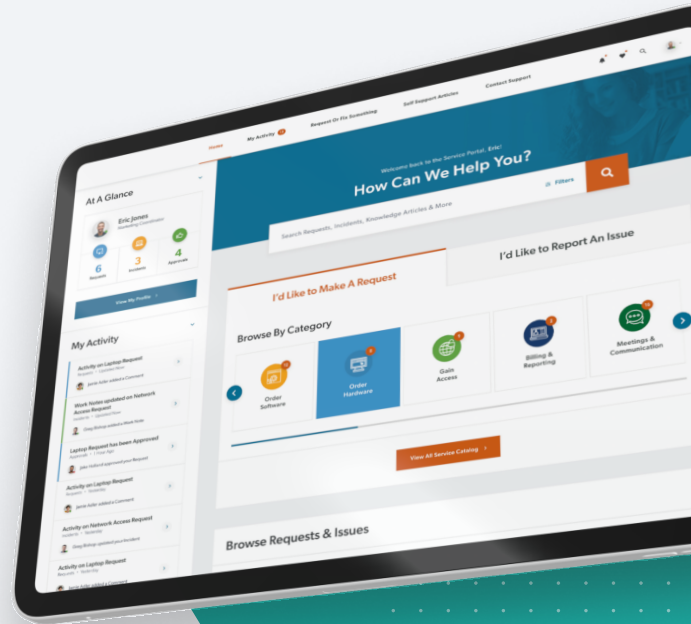
Enterprise Platforms   Advisory, Strategy & UX Research   UX Design & Innovation   ITSM

Program & Project Management   Technology & Engineering   Workplace Service Delivery

Case Study: From Hurdles to Harmony: Elevating Trust & Efficiency for a Financial Titan

One of the largest banking institutions in the United States, this global financial services company was hindered by a complex service catalog and unclear workflows, impeding their ability to efficiently serve clients. Veracity orchestrated a comprehensive platform overhaul, leveraging user interviews and UX practices to identify and address key pain points. The user-centric solutions included improved visibility, enhanced search and personalization, and the introduction of a unified design system. **By strategically addressing user concerns and streamlining critical processes, the institution now boasts increased efficiency in client service delivery. The remarkable surge in user trust has translated into higher platform adoption, engagement, and user experience.**

Enterprise Platforms   Advisory, Strategy & UX Research   UX Design & Innovation

Change Management & Governance   Technology & Engineering

ITSM   Workplace Service Delivery

Our Technology Partners

akumina   MuleSoft   salesforce   servicenow   SITECORE