



CAPABILITY STATEMENT

servicenow

CIS Certifications

Certifications & Affiliates

Partnerships

- IT Service Management
- Discovery & Service Mapping (ITOM)
- Vulnerability Response
- Risk and Compliance
- Strategic Project Portfolio



About ICG LLC

ICG is a technology consulting and software, solution development services company based in Miami, FL. with a strong focus on cloud management, automation, and building integrations between the public and private cloud. We specialize in bringing different cloud solutions together through automation, in order to provide business visibility, operational awareness, and a service-driven focus for public, private, and hybrid cloud. Solving the pain points of managing cloud infrastructure, simplifying the user experience, and speeding up the day-to-day internal business processes, are some examples of the value we provide. The result is unprecedented flexibility and manageability of enterprise cloud solutions. ICG's extensive experience in the field, serving Fortune 500 has led to strategic partnerships with VMware and ServiceNow.

Key Differentiators

- 200+ Cloud Projects delivered with a near 100% success rate.
- ServiceNow Premier and Build Partner.
- ServiceNow 3rd Party Integrator Expertise.
- Customer Eccentric Design and Development Approach.
- Team of Infrastructure experts and Automation Engineers with diverse skill sets.
- 8+ years implementing ServiceNow, building scoped applications, and supporting Enterprise Sales.
- VMware Principal Partner Design and Implementation Experts
- Worked with ServiceNow Enterprise Product Management to build scoped application integrating ServiceNow Cloud Provisioning Governance with VMware Aria Automation, available in the NOW store.

Company Highlights

- Developed an AWS integration leveraging automated billing features in ServiceNow enabling spending limits, sleep cycles, and automated alerts.
- Developed consolidated digital workspace in ServiceNow that streamlines the user experience, provides alerts to resolve issues in real time, reducing delays, and provides more efficient business continuity outcomes and enhanced governance.
- Created a self-service and automated system for a retirement plan administration firm to onboard new customers, eliminating unnecessary manual actions and reducing the timeframe from weeks to days to complete the process.
- Built an automated ticketing system that positively impacted 70% of incoming support incidents, redirecting them toward existing automated service requests, and enabling support engineers to resolve more tickets in less time.
- Created an automated process in ServiceNow to onboard new project resources that originally took three weeks due to the lack of proper cloud governance and management, now reduced to minutes resulting in impactful gains in efficiency and labor effectiveness.
- Optimized a consolidated digital workspace which provided a significant boost in productivity and reduced instances of stress during high volume times, ultimately delivering enhancements to customer service and improved quality of life for on-call engineers.

Core Competencies

- IT Service Management
- IT Operations Management
- Vulnerability Response
- Risk and Compliance
- Configuration Management Database (CMDB)
- ServiceNow Application Development
- ServiceNow 3rd Party Integrator
- Cloud Management and Automation

Past Performance

Commercial



Federal Local & State Government



Scoped & Certified ServiceNow Applications



- **Cloud Automation Framework (CAF)** - Private Cloud Solution, VMware & ServiceNow integration centralizing the key features of the VMware stack (Aria Automation, Aria Operations, NSX-T, and Horizon) with the robust ServiceNow IT Service Management system, enabling users to deploy virtual machines and perform day 2 operations on CMDB assets.



- **Cloud Connector:** Hybrid Cloud Solution integrating public cloud into the ServiceNow IT Service Management system, streamlining the consumption of resources by Google Cloud, AWS, and Microsoft Azure in one central location for visibility and robust reporting capabilities.



- **VC Connector:** Private Cloud Solution integrating VMware Aria Automation with ServiceNow Cloud Provisioning and Governance, leveraging the best of both worlds in a centralized and user-friendly way. Key Centralized management features combined with impactful automation tools, maximizing the value obtained from both applications.



- **Ticket Clinic:** Customer support ticketing system that analyzes historical incident data that is intelligently routed and remediated automatically fulfilling identified standard requests. Reduces the need for redundant resources, and resolves and closes tickets quicker and more efficiently.

Success Stories

Client: Mathematica



Project: Automating Service Requests

About the Client: Mathematica is a technical computing company that provides businesses of all sizes with tools for image processing, data visualization, and theoretical experiments.

The Problem: Mathematica did not have a clear and efficient business process for managing its IT services. Users were expected to know technical information to submit even basic service requests.

The Solution: ICG worked with Mathematica to develop automation that assisted users in finding and requesting the IT services they needed. Like a virtual agent, the automation delivered by ICG intercepted and categorized incoming requests based on natural language models.

The Result: The automation implemented by ICG affected 70% of incoming incidents, redirecting them towards existing automated service requests or simplifying the end-user experience of requesting their services.

Client: Adobe, Inc.



Project: Establishing a Consolidated Digital Workspace.

About the Client: Adobe offers a Managed Services program as part of their Experience Cloud offering. With thousands of customers around the globe and millions of assets to monitor, the company maintains a large and very well-equipped staff supporting the offering.

The Problem: Flaws in the digital workplace were making it difficult to meet demanding workflows, holding staff back and potentially preventing them from fulfilling strict SLAs.

The Solution: ICG worked through the inherent limitations within Adobe's existing systems and delivered a consolidated digital workspace which allowed on-call support to see issues without delay and in real time, improving the efficiency with which they execute service tasks.

The Result: Using the consolidated digital workspace, Adobe on-call engineers have had a significant boost in productivity and reduced instances of stress during high-volume service times ultimately delivering overall improvements to customer service and improved quality of life for on-call engineers.

Client: Customs and Border Protection (DHS)



Project: Automated Onboarding System

About the Client: The U.S. Customs and Border Protection, CBP, is one of the world's largest law enforcement organizations. CBP maintains a large cloud-based infrastructure to support operations across all border and customs checkpoints across the US.

The Problem: CBP had many manual processes dedicated to deploying new cloud infrastructure for development and onboarding resources into those environments. Admins tracked and manually updated spreadsheets and emails and check in multiple systems for simple requests to go through. Processing time could take weeks.

The Solution: ICG developers worked with key stakeholders and the owners of the processes and data to bring the multitude of activities into the ServiceNow platform and drive automation of workflows, approvals, verifications, and change tasks.

The Result: A process that used to take weeks without proper governance now is reduced to minutes resulting in huge gains in efficiency and labor effectiveness.