CIOReview

The Navigator for Enterprise Solutions

10 Most Promising ServiceNow Consulting/Service Companies 2019

The modern wave of digital transformation has brought to the surface a vast number of leading organizations to ameliorate their existing business-technology ecosystem. On the other hand, the IT service departments are also in need of innovative solutions to cut down the potential operational risks when it comes to rising security and compliance regulations. An entrenched ServiceNow solution/service provider can help the organizations to become more agile and react better to the changes that are quickly adjusting with the new opportunities.

Having a modern ServiceNow solution platform is essential, as leveraging the right tool can help in managing the digital transformation better, instead of focusing on reimagining people and processes in the organization. ServiceNow has prepared its platform with the right tools that can streamline as well as automate every task. Besides, it also allows the employees of the organization to get more innovative while managing the newly-implemented technology and assists the customers to connect their non-ServiceNow platforms with it.

Deployable on the cloud, the ServiceNow's platform is capable of bringing supreme information technology service management (ITSM) to organizations that are looking to eradicate the anomalies that exist through their software, networked systems, and IoT devices. ServiceNow Consulting/Service companies specialize in system engineering and integration, security and information assurance, intelligence programs, relocation, rollout, logistic services, and business transformation services. They also offer a wide array of information technology services and cybersecurity solutions to federal civilian agencies and the intelligence communities.

With a broad understanding of the new developments in the ServiceNow platform, CIOReview has compiled a list of the most promising ServiceNow solution and consulting/service providers, that are harnessing the power of new-age technologies and augmenting the solutions as well as services they are offering to the clients. We hope this edition of CIOReview helps you find the most suited ServiceNow solution/consulting/service vendor for your organization to provide the latest and most developed IT services to your clients.

We present to you CIOReview's 10 Most Promising ServiceNow Solution and Consulting/Service Companies - 2019.

Edgile

recognized by **CIOReview** *magazine as*

10 MOST PROMISING
SERVICENOW
CONSULTING/SERVICES COMPANIES - 2019

The annual listing of 10 companies that are at the forefront of providing ServiceNow consulting services and transforming businesses

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Company:
Edgile

Key Person:
David Deckter,
Partner
Brian Rizman,
Managing Director

Description:
Edgile offers Automated Regulatory Compliance (ArC) Apps for ServiceNow that tracks changing rules and requirements and seamlessly integrates and syncs relevant updates into ServiceNow

Website:
edgile.com

Edgile

Holistic, Automated Regulatory Compliance for ServiceNow

Compliance for large enterprises, especially in the Fortune 500 realm, has always been complicated. A typically large company based in the U.S. operates in many states, countries and often operates in different industry verticals. As such compliance requirements are complex, massive and ever-evolving. Staying on top of changing rules and applying them to an evolving enterprise can be a problem. To this end, Texas-based Edgile offers Automated Regulatory Compliance (ArC) Content and Apps for ServiceNow that tracks changing rules and requirements while seamlessly integrating relevant updates into ServiceNow.

INDUSTRY-SPECIFIC COMPLIANCE UPDATES FILTER OUT THE NOISE

One of the most frustrating aspects of enterprise compliance is that most compliance databases employ no meaningful filters. Executives have to go through mountains of regulations that have no relevance to their business. This makes it time-consuming and expensive to find and implement important changes. Edgile's ArC content and apps are available for specific industries so that enterprises see only what impacts their business. The 16 ArC industry content library verticals in the initial release are: Financial Services Banking; Financial Services Banking and Broker Dealer; Oil and Gas; Utilities; Retail; Manufacturing; Technology; Gaming; Insurance—Property and Casualty; Insurance—Property Casualty and Life; Healthcare Payer; Healthcare Payer with Medicare/Medicaid; Pharma Life Sciences; Medical Device Manufacturer; Healthcare Provider; and Healthcare Provider With Research.

"Edgile has always had compliance experts tracking regulations through the U.S. and globally, looking at government requirements, standards groups requirements along with industry requirements. But by zeroing in on these critical 16 verticals, we are making compliance far easier for so many Fortune 500 companies," says David Deckter, Partner at Edgile. "Our teams work on these reports daily so that our subscribers always know the latest revisions as well as the context for those changes. Knowing what a change means for enterprises is often more useful than merely knowing what changed. That is the context we deliver every day. This is far better than the typical approach we see where subscribers are told: 'Here is everything. You go figure it out.' Speed and vertical-specific context makes all the difference," adds Brian Rizman, Managing Director at Edgile.

INTEGRATING COMPLIANCE AND RISK TO PROTECT THE BUSINESS

Compliance needs to be tightly integrated with the enterprise's risk efforts if the security of the company is to be protected. Unfortunately, many companies deal with compliance and risk as separate entities. The Edgile approach is to consider a company's risk posture when evaluating compliance and their company's compliance situation when evaluating risk. ArC apps reflect this posture. This is especially critical for larger enterprises that run into compliance conflicts—where one set of rules in one area contradicts another set of rules in another—requiring executives to make compliance choices. By integrating risk into the compliance analysis, executives can make far better decisions.

A combined risk-compliance strategy includes four primary areas for protecting the business:

• **THREAT LANDSCAPE,** which examines likely attackers—internal and external—and what their resources, methodologies and ideal targets are

• **SECURITY POSTURE,** which factors in current defenses—as well as imminent defenses that have yet to be deployed, including the most likely timeframe for deployment—and known vulnerabilities across all areas, such as cloud, mobile, IoT, on-prem and VPN traffic

• **COMPLIANCE ISSUES,** which could impact data-retention timeframes—what can be saved, such as visitor IP addresses or biometric data about how a visitor uses a mobile device, and for how long

Brian Rizman

David Deckter

· SERVICE MANAGEMENT—topics include asset management, change/release management, problem/incident management, software development lifecycle and software acquisition.

AUTOMATION MEANS NO WORKFORCE TRAINING NECESSARY

ArC Apps for ServiceNow's Regulatory Change Management component takes all of the compliance changes and effortlessly integrates them into the ServiceNow IRM solution, requiring little to no extra effort or training of the workforce. This component reviews all of the company-specific data and settings and makes sure that related policies, baselines and controls are compliant with applicable compliance requirements. Material changes to anything in the baseline automatically trigger the app's control enhancement process. Control owners would then receive a task to review and enhance their controls based on that new mandate. From there, the control owners can track all issues and initiate corrective action plans.

> **"Edgile has always had compliance experts tracking regulations through the U.S. and globally, looking at government requirements, standards groups requirements along with industry requirements**

The Regulatory Change Management component includes forms and workflows to seamlessly automate compliance management. It helps select sources, updates guidance and enhances controls. It's via these mechanisms that Edgile ArC Content and Apps for ServiceNow can deliver enterprise executives assurance that all new compliance requirements are onboarded and applied to processes and applications.

Evidently, Edgile is a premiere partner for ServiceNow and the trusted cyber risk and regulatory compliance partner to the world's leading organizations, providing consulting, managed services, and harmonized regulatory content. "Our strategy-first model optimizes on-premises and cloud programs, IAM, GRC, and cybersecurity. By transforming risk into opportunity, we secure the modern enterprise through solutions that increase business agility and create a competitive advantage for our Fortune 500 clients," concludes Deckter. **CR**

· INTELLECTUAL PROPERTY, including sensitive or internal use only data assets.

The application splits IT risk into six categories and 26 risk topics (four or five topics within each category). The six risk categories are:

· ASSURANCE MANAGEMENT—topics include audit management, vendor management and business continuity plans/disaster recovery

· IDENTITY AND ACCESS MANAGEMENT—topics include provisioning and de-provisioning, role management, attestation and certification plus authentication and authorization

· SECURITY AND PRIVACY MANAGEMENT—topics include policies and standards, security architecture and secure builds and training/awareness

· OPERATIONS MANAGEMENT—topics include process automation, backup/storage, monitoring and network/security operations

· CONFIGURATION MANAGEMENT—topics include virtual management, patch management, software distribution and inventory/configuration management