

A Washington, DC-based ServiceNow Elite partner and service management provider with a facility clearance, Beyond20 integrates training, technology, and consulting services for civilian and military agencies as well as commercial enterprises. Our experience as a practitioner and contributing developer of the ITIL 4 framework complements our recognized ServiceNow expertise – a unique combination that enables us to deliver superior results.

Web: www.beyond20.com

POC: lauren.masi@beyond20.com

ACCOMPLISHMENTS

- The only 8(a) woman-owned small business (FAR 6.302-1), ServiceNow Elite Partner
- CMMI Level 3 for Development and Services | ISO 9001, ISO 20000, and ISO 27001 certification
- Dedicated Certified Technical Architects (CTA) on staff – two of only about 200 in the world
- Successful implementations of digital transformations within significantly shorter timeframes - delivering measurable benefits to the organization.
- Industry-leading experts in the ITIL 4 best practice framework, focused on aligning IT services with agency and mission requirements

COMPANY DATA

- **Socioeconomic Status:** 8(a) Woman-Owned Small Business
- **UEI:** MLYGWA4C1RB8
- **CAGE Code:** 5ADL9
- **Contracting Vehicles:**
 - GSA MAS Schedule
 - GSA STARS III
 - Navy SeaPort NxG

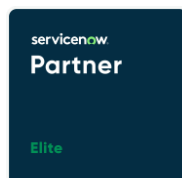
Headquarters:
Tempe, AZ

Offices:
Washington, DC



CORE CAPABILITIES

- **ServiceNow Consulting & Implementation.** Full platform deployment, implementation, customization, support, training, and administration
- **Information Technology Support Services.** Comprehensive ITSS solutions, including network management, system administration, helpdesk support, development, and IT infrastructure services.
- **DevSecOps & Agile/Scrum Services.** Training, implementation, and professional services
- **Software.** Application development and system integration
- **Training.** Enterprise program development, custom curriculum design, full cycle training management, and course delivery
- **IT Governance & Security.** Compliance, privacy assessments, cyber security training



ITSS & ServiceNow Expertise

Exceptional Recruiting, Retention, and Training Program. We instill in everyone a customer focus. That focus instills:

- **Unity of Purpose.** Everyone from corporate staff to contract workforce works together toward common goals.
- **Teamwork Attitude.** Unified process management to foster collaboration among all staff.
- **Long-Term Commitment.** Quality performance is a continual process, ensuring improvement throughout contract performance.
- **Employee Involvement.** Everyone is committed to excellence.
- **Education and Training Culture.** We choose to learn and advance rather than accept the *status quo*.

U.S. Army Mission Installation Contracting Command

- Filled 17 out of 19 positions within 18 days of contract award
- Retained 95% of desired incumbent staff
- Scaled IT operations to 100% in 24 days, with an inventory of more than 17,000 configuration items
- Continued Professional Development, training and personnel obtaining 15 certifications in one quarter (ITIL 4 Foundation, CISSP, and VMWare VCP-DCV), affording the ability to promote talent from within.

Proven Quality of Service. We are deeply committed to delivering quality – from first contact to final delivery. Our ServiceNow customer satisfaction score is a demonstration of our success. Our internationally recognized credentials – CMMI SVC/3, CMMI DEV/3, ISO/IEC 27001:2013, ISO/IEC 20000-1:2018, and ISO/IEC 9001:2015 – further illustrate our capabilities.

Expertise in the ITIL Best Practice Framework. We don't just implement a platform; we provide solutions tailored to each client's specific environment to meet their unique needs. As leaders in the development and application of the ITIL framework, we embed best practices into everything we do. Our distinctions include:

- Elite Axelos Consulting Partner with four certified ITIL Maturity Model assessors on staff
- Lead editor and three authors of the core Axelos publication "ITIL 4: Digital and IT Strategy" on staff
- Contributed to and served as beta testers for the ITIL 4 framework prior to its release
- ServiceNow resources with, at a minimum, ITIL Foundation certification, and many with advanced certifications such as ITIL Expert & Master, Managing Professional, and Strategic Leader

Rapid Time to Value. We expedite digital transformation initiatives, ensuring client's need for rapid time to value by leveraging our expert guidance, innovative solutions, and access to cleared resources. With a focus on efficiency and effectiveness, we streamline processes, optimize technologies, and empower agencies to achieve their transformation goals swiftly and successfully within the regulatory framework with specific security requirements.

Salt River Pima-Maricopa Indian Community

Net Promoter Score: 10/10

"We wouldn't have been nearly as successful [with our ServiceNow implementation] if not for Beyond20. It's not about the technology, but the implementer. We got ServiceNow in place more quickly than we ever [expected]."

— Contract Stakeholder

Department of Justice

Customized training and quick reference guides for net new SN ITSM implementation

"The [ServiceNow] training was great!"

— Zoom Phan, Associate CIO

Department of Energy

Bonneville Power Administration (BPA)

Beyond20 led BPA's digital transformation, including transitioning from an organically grown service department to a service-oriented organization based on an ITSM/ITIL framework. Our team:

- ✓ Reengineered incident management and service desk practices to **reduce average resolution time by 40%**
- ✓ Created and implemented a service catalog that improved customer satisfaction and **reduced calls to the service desk by 15%**
- ✓ Applied Agile program management techniques and digital IT principles, which **accelerated the transformation timeline by 25%**

SITA

ServiceNow Assessment, Roadmap & Implementation

- Decreased average age of active Problems by 32%
- Reduced Mean Time to Resolve (MTTR) by 25%
- Reduced MTTR of automated incidents by 85%
- Reduced age of High Pain Problems by 65%

ServiceNow Elite Partnership. Elite designation is reserved for partners with a very mature ServiceNow practice that exhibits exemplary capabilities across product lines. Benefits include:

- Elite-level access to ServiceNow technical resources to accelerate customers' projects and deliver results faster
- Frequent engagement with ServiceNow's Digital Strategy team to discuss how customers can leverage upcoming release features
- Collaborative relationship that aligns architecture with current and future licensing models and product releases
- Accelerated response time to product-related queries and access to early product releases