

Modernization, Mobile, and Momentum

Before and After Digital Transformation

Before The Tasker Suite

After The Tasker Suite

1

Slow & resource intensive customer support

Support tickets handled manually, lacking visibility, analysis, and reporting capability

Self-service optimized customer support

ServiceNow automates and optimizes support while Tasker enables task management for customer support teams to better facilitate customer outcomes with lower costs.

2

Outdated legacy systems are increasing costs

Resulting from integration difficulties and developer time for updates/changes



New, upgraded systems drive down costs

Tasker Suite apps seamlessly integrate with ServiceNow for quick and cost-effective deployment and reduced maintenance costs.

40%

of organizations report integration & interoperability with other deployed technology and software as a benefit of digital transformation¹

3

Limited to On-premise systems

The COVID pandemic highlighted challenges of remote access and support costs with On-prem systems.



Cost-effective, easily accessible Hybrid or Cloud-based systems

Tasker Apps integrate with On-prem and Hybrid and Cloud systems, while extending remote work possibilities via mobile access.

76%

of organizations will leverage cloud delivery models according to a CDW/IDC Survey³

4

Operational inefficiencies supported by manual processes

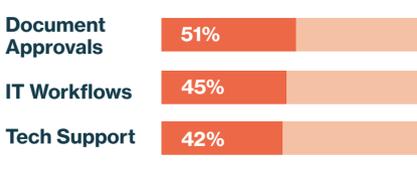
Undocumented, offline / manual business processes are inefficient.

Improved productivity with digital processes and applications

Workflows in ServiceNow automate business processes, Tasker easily manages workflow related tasks, and DocIntegrator simplifies document access and collaboration improving transparency and productivity.

91%

of executives admit they still have offline workflows even months after working from home. These include:



47%

say increasing productivity is the top IT investment trigger, only behind security³

5

Limited mobile access to accomplish work activities

Typically only email, calendar accessible via mobile phone. Workers tied to laptop or desktop for workflow and task management hinders productivity and collaboration.



Mobile applications enable a modern workforce

Tasker enables real-time mobile access to create, assign, and report on tasks on the go, during a meeting or at the soccer field. Accomplish more and accelerate outcomes.

6

Data stored across multiple data sources

Difficulty accessing and aggregating data for analysis and reporting



Single data source

Tasker & DocIntegrator enable real-time data analysis & a document repository, accessible across the enterprise and attached to workflows and tasks. Eliminate reporting errors and make better decisions faster.

7

Cybersecurity challenges

Legacy IT systems and email are major risks for security breaches and hacking and ongoing maintenance is expensive.



Secure apps built on modern IT platforms

Tasker Suite Apps run on ServiceNow's secure platform and DocIntegrator maintains SharePoint security, reducing cybersecurity threats and reliance on email.

50%

of organizations say improving security drives planned investment in workplace technology modernization³

8

Using email and spreadsheets to assign and manage tasks

Cumbersome, impairs productivity, and lacks visibility



Enterprise task management inside ServiceNow

Tasker & DocIntegrator enable real-time data analysis & a document repository, accessible across the enterprise and attached to workflows and tasks. Eliminate reporting errors and make better decisions faster.

9

Managing business critical documents outside of ServiceNow

Managing documents between multiple applications is time-consuming and frustrating.

Enterprise document management

DocIntegrator seamlessly integrates SharePoint with ServiceNow applications. Increases productivity and enhances collaboration while maintaining a single source of truth.

10

Manual and tedious creation of recurring documents

Monthly reports and correspondence are time consuming and prone to error.



Automated document creation using real-time data

DocGenerator enables and automates document creation such as reports or correspondence without leaving ServiceNow or Tasker. Increases productivity and mitigates risk.

Modernize Your Organization. Maximize your ServiceNow investment.

dtechapps.com

Discover The Tasker Suite

Tasker **DocIntegrator** **DocGenerator**

¹ 2021 State of Digital Transformation report, TEKsystems, <https://www.teksystems.com/en/insights/state-of-digital-transformation-2021/>

² My Life, My Work, My Phone. Research on the state of workforce mobility, January, 2021, <https://trucesoftware.com/my-work-my-phone/>

³ CDW 2020 Insights Report, https://fedtechmagazine.com/sites/fedtechmagazine.com/files/document_files/CDW_2020_Insights_Report.pdf

⁴ ServiceNow, The Work Survey, <https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/resource-center/infographic/the-work-survey-by-servicenow-infographic.pdf>