



Thrive + ServiceNow

**Delivering Smarter IT Operations Through
Intelligent Workflows**

A Partnership Purpose-Built for Today's IT Challenges

At Thrive, our mission is clear: we help organizations transform IT and service delivery to drive operational efficiency, better outcomes, and stronger customer satisfaction. Our partnership with ServiceNow, the world's leading digital workflow platform, powers this mission by combining intelligent automation with Thrive's deep operational expertise.

Together, Thrive and ServiceNow modernize how work gets done, reducing manual effort, improving responsiveness, and delivering measurable value.

What Is ServiceNow?

ServiceNow is a cloud-native digital workflow platform that helps organizations automate processes, eliminate silos, and gain visibility across IT, security, and the business.

By acting as a single system of action, ServiceNow enables organizations to:

- Automate manual and repetitive tasks
- Connect people, processes, and data
- Improve service delivery and experiences
- Gain real-time insight through reporting and dashboards

ServiceNow empowers teams to move faster and operate with greater clarity and control.

Why Thrive + ServiceNow?

Technology alone does not deliver outcomes. Thrive pairs ServiceNow's enterprise-grade platform with hands-on expertise to ensure workflows are aligned to real business needs.

Our partnership delivers:

- Strategic alignment between IT operations and business goals
- Purpose-built ServiceNow implementations
- Seamless integrations across the IT ecosystem
- Ongoing optimization as needs evolve

The result is a ServiceNow environment that drives real, sustained impact.

Thrive Runs on ServiceNow

Thrive's Client Portal, built on ServiceNow, delivers a streamlined, high-performance digital experience for managing IT services. Through intelligent automation and real-time visibility, customers gain a clear view of their environment and faster resolution to issues.

The result is a more responsive, transparent, and reliable IT experience, keeping operations running smoothly with minimal disruption.

How Thrive and ServiceNow Work Together

Thrive delivers managed ServiceNow platform capabilities through its TransformIT solution, including workflows, notification groups, and knowledge management.

- **Advisory & Strategy**

We start with business objectives and design a ServiceNow roadmap aligned to operational priorities.

- **Implementation & Configuration**

We deploy and configure ServiceNow to fit your workflows, scale, and environment.

- **Automation & Integration**

We connect ServiceNow with your existing tools to enable intelligent, end-to-end workflows.

- **Continuous Improvement**

We optimize workflows, reporting, and automation to maximize long-term value.

Benefits for Your Business

- **Operational Efficiency**

Reduce manual effort and free teams to focus on higher-value initiatives.

- **Improved Visibility & Control**

Gain real-time insight into services, assets, incidents, and performance.

- **Better Service Experiences**

Deliver faster responses and higher satisfaction across IT and support teams.

- **Scalable Growth**

Support expansion and change without increasing operational complexity.

- **Faster Time to Value**

Accelerate outcomes with Thrive's proven ServiceNow expertise.

Thrive + ServiceNow by the Numbers

- **315,000+** tasks routed every six months through automated workflows
- **21,000** hours of manual work eliminated with AI-driven automation
- **73%** first-contact resolution rate, improving speed and consistency
- **63%** reduction in average time to resolution (TTR)
- **99.2%** customer satisfaction (CSAT) driven by faster, smarter support

Source: [ServiceNow Customer Case Study](#)

The Thrive + ServiceNow partnership is ideal for organizations that:

- Are outgrowing disconnected IT tools and processes
- Need better visibility into IT operations and service delivery
- Want to modernize workflows without disrupting the business
- Require expert guidance to implement and optimize ServiceNow

Your Long-Term ServiceNow Partner

Thrive is more than an implementation partner. We are a long-term advisor focused on continuous improvement, accountability, and measurable outcomes. With Thrive and ServiceNow, organizations gain an intelligent, resilient foundation for modern IT operations.



Contact the Thrive Team

To Learn More, Contact Us Today, or Give Us a Call At:

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About Thrive

Thrive is a NextGen 3.0 global technology outsourcing provider that empowers small and mid-market organizations to transform their technology into a strategic advantage. Offering a breadth of services from AI and cybersecurity to cloud, compliance, and traditional MSP/ MSSP solutions, Thrive's team of seasoned experts develop strategies that standardize, scale, and automate technology to achieve outsized ROI. From advisory services to a 24x7x365 SOC and NOC, Thrive provides end-to-end IT and cybersecurity management so clients can focus on innovation and growth. With Thrive, your business is always supported and always secure. Learn more at www.thrivenextgen.com or follow us on [LinkedIn](#).