



TransformIT / Powered by servicenow

Create the IT experience
your organization deserves

The Thrive Platform enables IT teams to deliver better service with less time and effort, reducing technical debt and improving CSAT scores. By making self-service easy and automating frequent manual tasks, the Thrive Platform transforms how IT is done.

[According to industry studies](#), the highest factor by far (84%) that affects employees' perception of IT services is how responsive the service desk is to client requests – outstripping other factors like hardware quality or available software tools. Improving the first contact resolution rate by 1% will proportionally increase the customer satisfaction rate by 1%.

What this means is that the ability to effectively manage IT issues, route tickets to the right person, and address things quickly is critical for both your internal teams and your clients, and it will show itself in increased retention and customer satisfaction.

Thrive has a unique services offering called TransformIT, which works as a collaboration platform between your internal teams and Thrive support. This allows co-management of IT tickets with AI-based routing and knowledgebase, but it moves beyond this to help you define your own ServiceNow subdomain. This expands your service management power into other areas such as HR onboarding, facilities management, or client management.

Better Responsiveness: TransformIT Workflows and Co-Management

The core element in a TransformIT ServiceNow subdomain is the case. Cases can be created and resolved entirely within your client subdomain or routed through the co-managed case workflow linked to Thrive's support team.

Within TransformIT, everything is considered a case, but this covers several common use cases:

- Incidents (break-fix tickets)
- Requests
- Problems (root cause analysis)
- Changes (controlled rollouts)
- Projects

Knowledge management tools help your teams build a reusable article library – including articles that are automatically generated from resolved cases.

These capabilities allow more intelligent routing to internal and Thrive support teams, faster case resolution, and easier and more thorough knowledge transfers.



40%

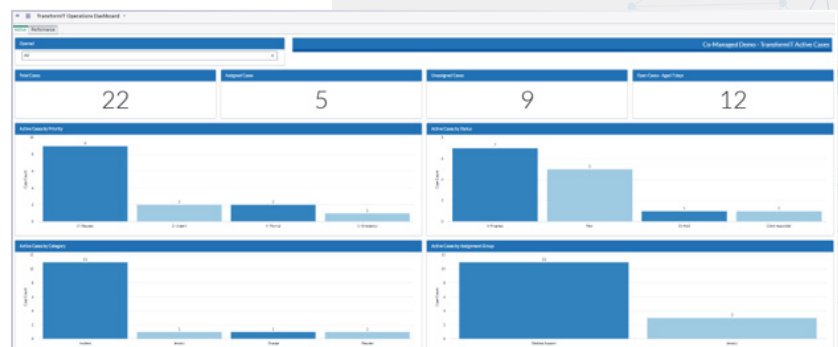
of existing IT assets
are dragged down by
technical debt.

54%

of organizations are
prioritizing IT modernization
as their top IT priority.

"Technical Debt Definition & Management,"
Gartner, 2024 | Accessed 3 Aug. 2026

*"State of IT Report 2026: The Human Element in
the Age of AI," Research, 22 Dec. 2025*
Accessed 3 Aug. 2026





Built on ServiceNow: TransformIT Architecture

TransformIT is a domain-separated subtenant of ServiceNow; essentially, it is a private, isolated branch of Thrive's ServiceNow implementation. TransformIT includes:

- The case management module
- The knowledge management module
- Now Assist tools:
 - Case Summarization
 - Resolution Notes Generation
 - Knowledge Article Generation

Integration and Customization

TransformIT has more than a dozen built-in integrations with other systems:

- ServiceNow (through the Service Exchange connection)
- ITSMs including Jira and Zendesk
- HR tools including Monday, ADP, and Workday

The dashboards and reports in TransformIT reflect the custom reporting that has been configured for Thrive's own internal teams.

If you need additional integrations or customized reporting, then it is possible to request additional engineering hours.

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 T nd 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](#).



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