

A background image showing a person in a white shirt holding a tablet, with a blurred office setting in the background.

## Manage Your ServiceNow Instance

Help manage or support your existing team with a low cost solution.

### Great **Support** Whenever You **Need**.

- Scalable, low-cost options with 5 levels of support
- Cask ensures the right resources for the right task, not one-size-fits-all
- Leverage our expert onshore Solution Architects with offshore Platform Engineers
- Program oversight with weekly status meetings to ensure customer success.

*Cask takes traditional admin to the next level with onshore Solution Architect oversight and flexible support and pricing plans, tailored to fit the needs of your organization.*

Get 24 hour support now: **866.535.8915**

# Get Great Help Without Having to Hire It.

## Benefits

- Save big with flexible support vs. hiring
- Gain broad, deep platform expertise leveraging our pool of experienced Administrators
- Manage solutions across the entire ServiceNow platform

## Our Unique Process

Only Cask's Remote Admin services use onshore Solution Architects to provide oversight, with flexible pricing plans designed to fit the needs of your organization.

5

FIVE SUPPORT LEVELS

\$

FLEXIBLE PRICING PLANS



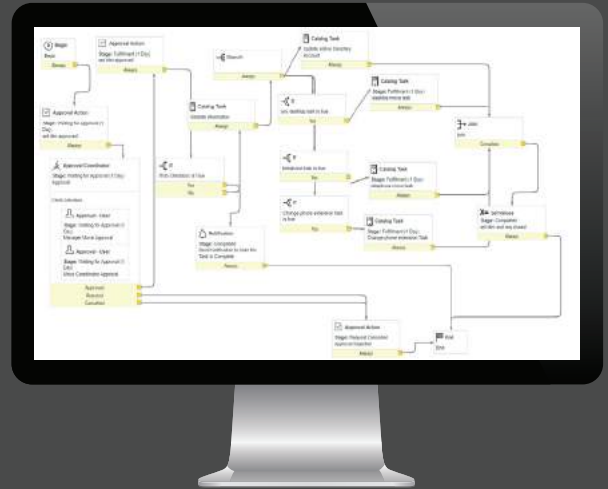
ONSHORE ARCHITECTS REVIEW



WEEKLY SUCCESS MEETINGS

**Cask onshore Solution Architects provide unparalleled quality and expertise in Remote Admin.**

*Cask provides advisory, consulting, and implementation services to large and small organizations across the globe.*



## Too busy and backlogged

The Regional Transportation District (RTD), which operates public transit services across various regions, approached Cask when it became apparent it lacked sufficient resources to manage its IT workload. With only one platform owner who handled both development and admin work, the IT department was too busy and backlogged.

## Solution

Cask introduced RTD to Remote Admin, with a monthly time allotment to manage instances instead of just responding to requests. Cask artisan engineers scope the work and run development on release, catalog workflows, and changes, and take requests as submitted via the Cask portal.

## Results

RTD was able to replace a full-time employee with a Remote Admin employee at half the hours, while gaining strategic oversight, greater expertise, multiple levels of support, increased cost effectiveness, and a large pool of resources.

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