Company: NetImpact Strategies

Key Person: Kavita Kalatur
President

Description: NetImpact Strategies is a rapidly growing women-owned small business that provides information technology services and management consulting services across the federal government in the ServiceNow space.

Website: netimpactstrategies.com

Top 10 ServiceNow Consulting/Services Companies - 2019

From the ever-expanding cyberworld has risen, ServiceNow, a powerful software technology provider that is transforming organizations in the enterprise realm by empowering them with prime digital infrastructures. Deployable on the cloud, the firm’s platform is capable of bringing supreme information technology service management (ITSM) to organizations that are looking to eradicate the anomalies that exist through their software, networked systems, and IoT devices. As business regulations continue to change, enterprises across varied industry spectrums need to upscale their operation in order to stay in business, and having scalable solutions that evolve with the demands of the users is imperative. Many computational tech providers are now leveraging the ServiceNow program bundle to design, develop, and distribute their own platforms to encourage powerful makeovers at client venues.

To identify leaders in the ITSM landscape that leverage ServiceNow’s solution tech along with their platforms, a distinguished panel, comprising of CEOs, CIOs, analysts, and CIO Applications editorial board, reviewed the most promising solution providers. In the selection process, the professionals assessed hundreds of vendors to understand their capabilities in mitigating IT issues. The shortlisted companies are at the forefront of tackling the problems associated with anomalies in system architectures by catering to the requirements of clients and enabling them with operations that are agile and scalable.

We present to you CIO Applications’, “Top 10 ServiceNow Consulting/Services Companies - 2019.”
NetImpact Strategies
Delivering All-inclusive ServiceNow Services

Operating as a one-stop-shop in the ServiceNow space, NetImpact Strategies has been at the forefront of delivering services such as IT service management, custom application development, platform management in a multi-vendor environment, and third-party tool integration. This has proven to be a key value differentiator for the company as it has allowed them to deliver an all-encompassing service portfolio. Focused on the US federal market, NetImpact Strategies brings exceptional skills in understanding the agency missions, federal policies, and security requirements to design and deploy “mission relevant” solutions.

Following is the conversation that we had with NetImpact Strategies’ president, Kavita Kalatur about her company’s philosophy, its value proposition in the ServiceNow space and the way ahead.

What are the challenges that federal agencies face and how is NetImpact Strategies effectively addressing these issues using ServiceNow?

Federal IT faces constant pressure to do more with less. At the same time, they are also dealing with the challenge of aging systems that are in dire need of replacement with modern technology. NetImpact Strategies is helping solve both these challenges using ServiceNow as a modernization platform. This enables us to provide agencies with a modern, secure, scalable, flexible cloud platform that enables rapid deployment of solutions and to reduce the cost of modernization. It also makes the maintenance of the solution efficient. Overall, this gives agencies tremendous cost savings on the IT modernization front, cuts down the time to deploying the modernized solutions, and provides a great ROI from the ServiceNow platform.

For example, at one agency we built out multiple applications using ServiceNow and also provide platform support in a multi-vendor environment. We have implemented ISTM, Asset Management, Project Portfolio Management and Custom applications like Conference Room Scheduling, Facilities Management, Time and Attendance, Departmental Work Package Development and Costing for several Agencies. These implementations span from department-specific solutions to agency-wide ones with usage across over 80,000 users. In addition to these types of implementation, we developed a number of integrations and solution extensions for our customers with technologies like Box and Okta.

Is there a specific approach that makes NetImpact Strategies the go-to partner for ServiceNow implementations?

We deliver the “ServiceWow” experience. We help the agencies understand and harness the full potential of ServiceNow by showing them how to leverage the platform functionality to support their mission needs. We facilitate road-mapping sessions, help them visualize how ServiceNow can fit their to-be enterprise architecture, and also build out proofs of concept where needed.

Our delivery approach is designed to build solutions that solve business/mission needs. It starts with bringing an in-depth understanding of the mission, the problems/gaps that the client is looking to address, and all the stakeholders’ needs to design a holistic solution that delivers the desired outcomes. We also don’t just automate an existing process. We evaluate and make recommendations to streamline the current processes, so clients are getting an optimized and automated solution. The other area of emphasis is to build intuitive solutions that leverage “human-centred design” principles. This ensures adoption and usage, so the full value of the technology investment can be realized. We also look beyond the workflow automation to provide the analytics for data-driven insights that process-owners can use for decision-making.
Additional, being a one-stop-shop for everything ServiceNow enables the comprehensive support that our clients need; whether it is implementing an IT Service Management solution, building a suite of custom applications, developing integrations with other tools, or providing platform support in a multi-vendor environment. This enables seamless support for all their ServiceNow requirements and also optimizes the cost for them.

**Approaching all engagements as a partner, we provide solutions which empower our clients to achieve results that align with their mission and strategic vision**

How is NetImpact Strategies’ service delivery different than the other vendors in the space?

As mission needs change, new priorities emerge, technologies advance, and methodologies evolve; NetImpact stands out as a trusted advisor that can solve the challenges of today while looking for the opportunities of tomorrow. With capabilities in Strategy and Business Transformation, IT Modernization, Data-Driven Intelligence, Cloud Services and Cybersecurity, our professionals stay abreast of these changes to provide agile, outcome-focused results for federal agency strategic and tactical needs. Approaching engagements as a partner, we provide solutions which empower our clients to achieve results that align with their mission and strategic vision. We are constantly thinking ahead, to bring cost and time saving innovations to our clients. For example, the recent foray into Robotic Process Automation (RPA) led to an exponential decrease in processing time for key tasks for a Health and Human Services customer. Our Commercial-Off-The-Shelf (COTS)-driven approach to IT modernization has helped save agencies millions of dollars in cost and shaved off years in implementation time.

**How has the last 12-18 months been for NetImpact Strategies?**

Fantastic! Our clients are happy and we continue to expand our support for their needs. We have maintained our strong double-digit growth rate. NetImpact is a 5-time Inc 5000 honoree, recognized as of America’s fastest growing private companies every year from 2014 to 2018. That demonstrates that our solutions are resonating with the end-users and delivering the desired results. We are responsive to the client needs and working a step ahead to bring them relevant solutions to solve current and emerging mission challenges. In terms of ServiceNow, we have expanded our footprint in the federal market by adding numerous customers in the financial services, healthcare and defense agencies within the Federal government.

As importantly, we have continued to build a supportive and fun work environment. We were also honored with the “Companies as Responsive Employers” (CARE) Award, for the fifth consecutive year to commend the company’s outstanding culture and employee engagement strategies, including innovative and sustained corporate social responsibility.

**Can you shed light on NetImpact Strategies’ future?**

We are going to expand our federal footprint with our capabilities and thought-leadership in Strategy and Business Transformation, IT Modernization, Data-Driven Intelligence, Cloud Services and Cybersecurity. We are also rapidly growing our team with talented individuals who share our passion for using IT to drive business value and commitment to customer service. We encourage anyone who fits that bill to apply via the careers page on our website.