

# agineo



“agineo is a strong ServiceNow partner in the European market, merging strategic and process consulting expertise with technical implementation skills.”

Ashwin Gaidhani

## Overview

agineo is headquartered in Aachen, Germany. The company was founded in 1986 and was taken over by the Materna Group in 2017. It offers advisory services to clients across the private and public sectors with 150 consultants specializing in ITSM, ITOM security operations (SecOps), HR and customer service solutions. agineo and ServiceNow intelligently simplify various business processes by making them more transparent and efficient. The company offers consulting services for enterprise service management and optimizes business processes digitally. It leverages the ServiceNow cloud platform to streamline processes and achieve business outcomes.

## Strengths

### **Comprehensive and customized consulting services:**

agineo offers a range of solutions developed in-house on the ServiceNow platform. These solutions are paired with the holistic consulting practice to guide enterprise clients through standard and custom functionalities. The process starts with the analysis phase to help gauge customer requirements, their challenges and measures to address them using ServiceNow. agineo then compares these requirements with standard functionalities to design high-quality, low-effort and easily upgradeable solutions.

**Seamless digital transformation:** agineo’s consulting services for enterprise service management help optimize business processes digitally. It leverages the

ServiceNow cloud platform to streamline various processes and attain business goals. agineo has established various design thinking methods to overcome the challenges faced when combining various engineering requirements and functionalities to achieve improved UX. It conforms to best practices, methodologies and standards and the ServiceNow state model when defining processes to drive the clients’ digital transformation journeys seamlessly.

**Launch of ServOps offering:** agineo has broadened its portfolio by introducing a standard ServOps offering for ServiceNow ITSM and ITOM. It includes licenses and gives organizations visibility across their IT infrastructure.

## Caution

agineo’s transition toward a more unified and consultative approach in DACH marks a promising trajectory. However, the success of this transformation is contingent upon the successful implementation of its strategies across various European markets.