



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.

Features

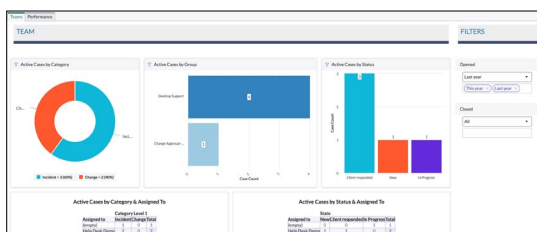
- **Platform:** Access to enterprise grade platform, ServiceNow which is typically out of reach for many organizations
- **Co-management:** Collaborate with Thrive's scaled workforce and seasoned engineers
- **Workflow:** Leverage our robust workflows which have been developed across multiple verticals over many years
- **User Experience:** Enable self-service user experience via our Single Sign-On Client Portal which greatly increases satisfaction and time to resolution
- **Digital Transformation:** Work with our developers to jointly build new business process within the platform
- **Security and Compliance:** Track and record IT operations for compliance and auditing

Base Offering

Feature	Professional	Enterprise
Case Management (Co-managed + self managed)	●	●
Rich Dashboard & Reporting	●	●
Training for Launch	●	●
Assignment Groups	2	5
Service Categories	●	●
Knowledge Management	●	●
Branded Notification Templates		●
Change Management		●
Web Forms		●

- Included
- Add-on
- Quantity Included

Dashboards & Reporting



"Thrive's significant contribution was evident in our first Customer Satisfaction (CSAT) assessment, where we saw a remarkable improvement, tripling our scores from the previous year. This surge in satisfaction directly reflects **Thrive's commitment to excellence and underscores their pivotal role in our vertical**, particularly within the maritime and transportation sectors."

Travis Sirmon, *Director of Technology, Transmarine Navigation*

About Thrive

Thrive delivers global technology outsourcing for cybersecurity, Cloud, and traditional MSP services. Thrive's NextGen platform enables customers to gain business advantage through standardization, scalability, and automation. Thrive aligns each client with a team of subject matter experts that know their industry and company inside and out to ensure a positive client experience. Thrive's high-touch service drives better strategies, service, and support from day one.