



NORTIA VENTURES

Investing in Tomorrow's Technology

Building the Future together!

Company Presentation

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Introduction

About us, our core values and our Strengths

Nortia Ventures is a global technology consulting and services company helping enterprises scale with agility. We share, create, grow together with our clients by helping them drive efficiency to their business functions.

Our Core Values



Client Focus

Dedication in ensuring Client success in everything we do.



Trust

Candor & Transparency is vital in our relationship with our customers.



Value

Deliver the best value for our stakeholders.

What Makes Us Different

- ❖ We are a global operation that is entrepreneurial and collaborative in our approach and engagement models.
- ❖ Our insight and innovation create differentiation for our clients.
- ❖ We are passionate about our clients' success and improve outcomes both in the short-term and in the long-term.
- ❖ Our engagement models depend on client business outcomes.
- ❖ Our technology applications and platforms are industry leading and enable our clients to do business with the connected customer.

Group Portfolio

Our Group of Companies

We make use of the group's family of companies to offer our customers the power of Digital, Data, Automation and Convergent Experiences



Autom8 Consulting

Leading provider of Robotic Process Automation (RPA) and Intelligent Automation services.

Green Leaf Data

Innovative IT Service Management team specializing in ServiceNow, BMC Remedy & Matrix 42.

Attentos Ltd

Salesforce CRM Consulting, Implementation and Managed Services Partner.

COSMOS THRACE

Data Sciences team solving business challenges with Data, Business Intelligence AI & Machine Learning.

Mind Forged UK

Near-shore/Off-shore Mobile Application and Software Development Teams.

IT Service Management (ITSM) Capabilities

servicenow.

MATRIX42

ServiceNow Expertise

ServiceNow products & modules that we can help you with.

Customer Service Management

Case Management, Customer Central. Agent workspace, Omni channel, Work Assignment.

Human Resource

Employee service center, Onboarding, Transitions, Now Mobile, Document management etc.

01

IT Service & Business Management

Workflows, Business Management, Asset Management and Security Operations.

02

03

Field Service Management

Dynamic Scheduling, Dispatcher workspace, Planned Maintenance, Mobile Agent etc.

04

05

Governance, Risk & Compliance

Policy, Compliance Management, Risk Management, Vendor Management etc.

Matrix 42 Expertise

Matrix 42 products & modules that we can help you with.

Service Management

Service Desk, Service Catalog, Mobile Service Management,
Virtual Support Agent.

01

Enterprise Service Management

Automatic Self Service, Cloud Expense Management,
FireScope Service Performance Manager.

02

Software Asset Management

Contract Management, Asset Management, License
Management .

03

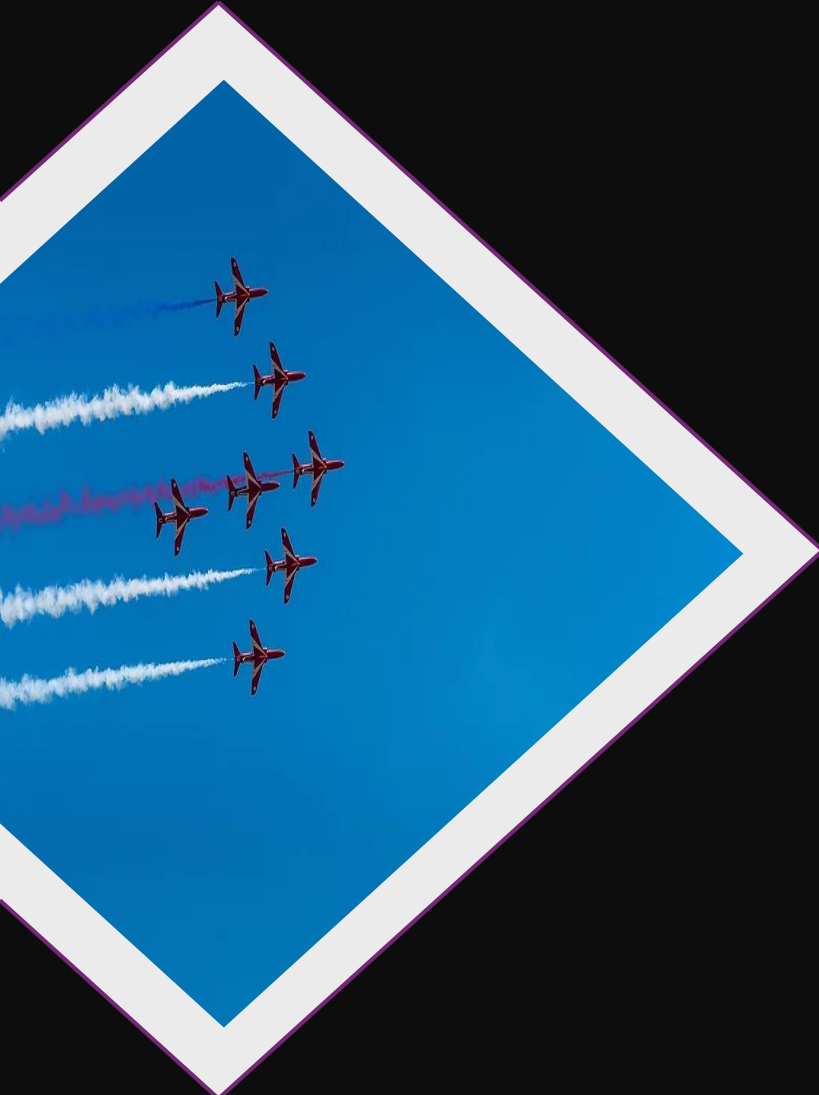
Digital Workspace Management

Digital workspace secure, automated and service-oriented for
your end users

04

Offerings

Our typical Service Offerings to Clients



Implementation

We ensure you have a system built to support and strengthen your business and processes.



Integration and Customization

Integrating with third party applications and databases. If you have outgrown your implementation build we can customize solutions to suit your needs.



Custom Application Development

Our Certified Developers will build you custom applications on to meet your unique business needs.



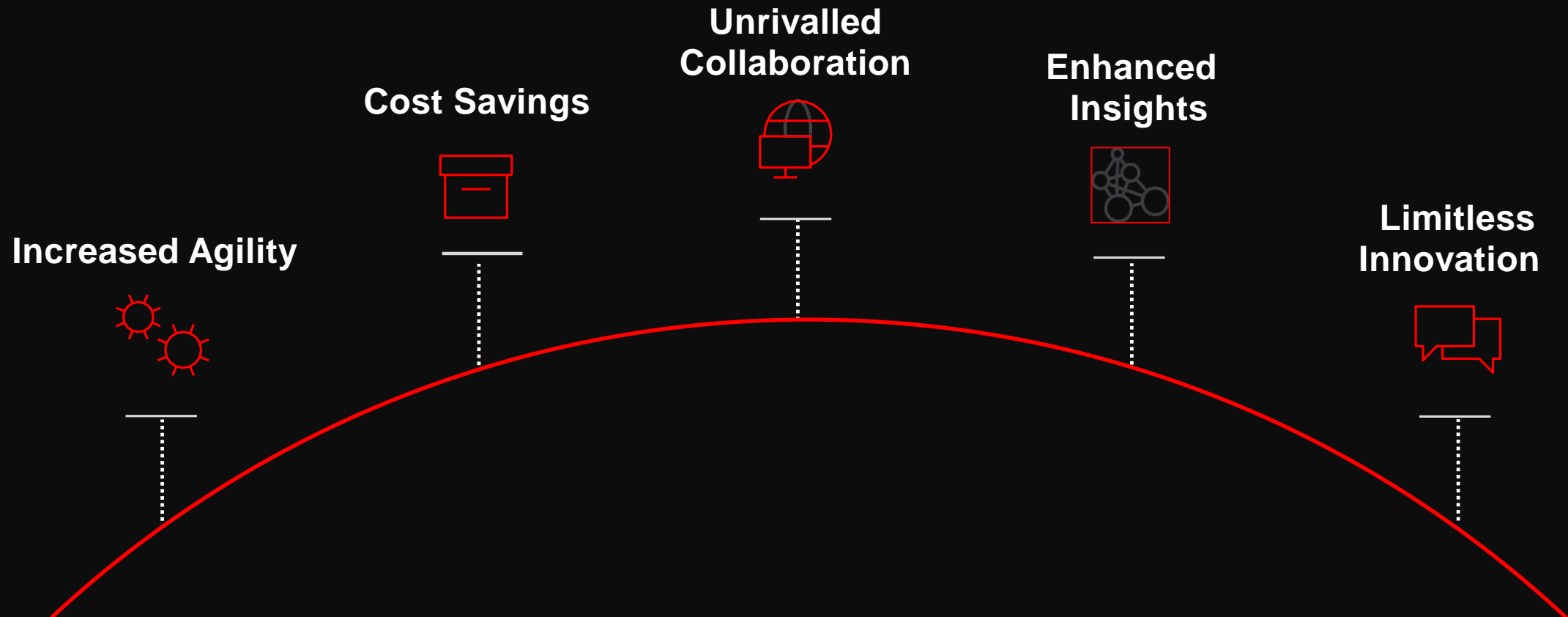
Ongoing Support

Optimize your return on investment by utilizing our support services.

Benefits of working with us

Focus on innovating. The rest is taken care of.

Start your internal project immediately using our knowledge and experience in the business. We take care of all aspects of legal, human resources, talent sourcing, management, operations and support.



Engagement Models

Adaptable Engagement Models solutioned to best suit our client business.

1. Consultancy

Ad-hoc Support

Advisors, engineers, and designers solving business challenges with innovative technology solutions.



**Flexible
Engagement
Models**

3. Augmentation

Extend your own teams

We provide workforce, compliance, administration and consulting solutions to augment your own teams.

2. Managed Services

Let us manage your Projects

Our Managed Services can help you optimize and effectively manage your project or portions of projects.

Case Studies

Select Case studies of our ServiceNow and Matrix 42 engagements

Service Now

- Custom Integrations Solutions for a US Software Company
- Reporting and Analytics in ServiceNow Performance Analytics for a French Logistics Company

Matrix 42

- System Migration to Matrix42 for a Austrian IT Company



Case Study 1 - Custom Integrations Solutions - Software Company

The Client

Perspectium is a US based company, founded by David Loo, former ServiceNow employee, operating in the Software Development industry. The company specializes in the development of their own products focused on extracting large amounts of data for data warehousing purposes and building live real time integrations between ITSM Systems - ServiceNow, Remedy, Ivanti, Jira, etc.

Business Challenge

The client needed a partner with sufficient expertise and experience with the ServiceNow platform in order to assist in custom integration work of their proprietary platform with different ServiceNow modules.

Tools & Technologies Used

- ServiceNow ITSM and other ServiceNow modules, ServiceNow scripting transform maps, the Perspectium toolset;
- Perspectium DataSync;
- Perspectium Servicebond;
- Perspectium Message Bus and various adapters for other systems

Solution

- Put in place a team to implement enterprise integration solutions according to ServiceNow and ITSM best practices.
 - Using the Perspectium Project Delivery Methodology to analyze different client requirements and prepare SoWs.
 - Design and configuring the solution in a development environment.
 - Assist the customer with preparing test cases and run UAT.
 - Finally, we would plan and conduct Production deployment and run hyper care after going live right before the solution is officially handed over to Operations.

Benefits

The development we have, the email marketing platform succeeded in growing and developing the start-up with their own dedicated team within our operating in a microclimate that incorporates the company's corporate culture.

Case Study 2 - Reporting Solution in ServiceNow Performance Analytics

The Client

The client is a multinational logistics company head-quartered in France, operating in more than 11 countries across 3 continents & over 20,000 employees. Our client provides solutions in the transportation warehousing, co-packing, supply-chain optimization and urban logistics.

Business Challenge

Their main issue was ineffective reporting and analytics due to missing/misleading KPIs, measures and dashboards in ServiceNow Performance Analytics.

There was a need for a partner with sufficient expertise and experience with the ServiceNow platform as they lacked a holistic view on ITSM process effectiveness.

Tools & Technologies Used

- ServiceNow ITSM and ServiceNow Performance Analytics panels.

Solution

- Our partnership agreement was established and we were quick to set specific KPIs and goals and start working on the challenges.
- The first step of the process was to understand their organizational specifics,, ITSM environment set up in ServiceNow and their business needs
- For the second part of the project, we used our extensive knowledge and experience in ServiceNow ITSM and ServiceNow Performance Analytics along to define the right measures, performance indicators and dashboards that represent correctly and intuitively the needed information from the perspective of different roles and departments within the organization.

Benefits

We delivered on-time a reporting solution that helps the client to monitor and make informed decisions on their ITSM processes, leading to better and optimized decision-making process, improved allocation of resources and more in-depth knowledge about the performance of each department and role within the organization.

Case Study 1 - System Migration to Matrix42

The Client

The client is a Austrian company which provides management and consulting services in the IT sector. The company specializes in IT Service Management, Business Transformation and Change Management focusing on working with Matrix42, specifically setting up environments for new clients and providing custom solutions built on the platform.

Business Challenge

The client needed a partner with sufficient ITSM expertise and experience, specifically with the Matrix42 platform in order to assist their clients in configuration and customization work.

Solution & Challenges faced

- One of the complex projects we worked on was Ticketing System Migration to Matrix42. The challenges faced included:
 - Workflow creation for tickets migration from external Application via RestAPI;
 - Creation of Import definition for the incoming data;
 - Compliance rule for ticket correlation;
 - Workflow creation for tickets correlation and Attachments Import from external Application via RestAPI;
 - Workflow creation for Journal entries via RestAPI
- Other projects included Assets import, Contracts Import, Master Data Import (which involves Groups, Cost centers, Locations, Organizational units).

Benefits

We have so far completed over 20 projects with clients from different parts of the world allowing those companies to implement the needed technology and grow their business.

Get in Touch

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