

CAPABILITY STATEMENT



COMPANY OVERVIEW

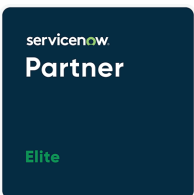
Fueling Business Success with ServiceNow: The LEIDIT Way

- LEIDIT is a niche ServiceNow IT products, consulting, systems integrator, and implementation organization.
- We work with clients to maximize the value of their investments and facilitate the journey of digital transformation and automation.
- LEIDIT embodies the commitment that promotes our clients' business success. Our mission is to weave a narrative of innovation, collaboration, inclusion, and through informed application of technology and automation, harness our expertise, the ingenuity of our clients, and together drive business initiatives, set new benchmarks in excellence and deliver on mission-focused opportunities.

Who We Are

- We are a ServiceNow Elite partner, small, disadvantaged business, and 8(a) SBA accredited company.
- Leveraging the latest ServiceNow features and updates, LEIDIT's team of experts delivers innovative and customized services to revolutionize how organizations operate.
- We are committed to delivering exceptional value through digital and technological innovation, helping organizations unlock the full potential of their ServiceNow solutions.

CERTIFICATIONS & PARTNERSHIPS



carahsoft

GSA Contract# 47QCA21D005J

WHAT WE DO



IT WORKFLOW

Revolutionizing IT Service Operations: We specialize in transforming IT service operations through cutting-edge, secure automation solutions.



EMPLOYEE WORKFLOW

Elevating Employee Engagement and Productivity: By creating unified service experiences, we significantly boost employee engagement and productivity.



CUSTOMER WORKFLOW

Refining Customer Experiences: Our expertise lies in designing seamless customer journeys, thereby enhancing the overall efficacy of services.



CREATOR WORKFLOW

Accelerating app development with pre-built templates and low-code tools.

WHAT SETS US APART

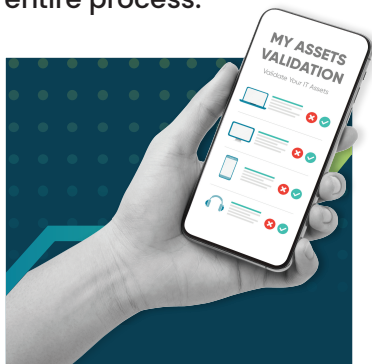
- Elite ServiceNow Partner, **SBA certified 8(a)**, SDB
- **Certified Master Architects, Certified Technical Architects, and Certified Developers.** Over 250 certifications amongst our staff, and we don't stop there. We celebrate every new certification and client commendation because growth and recognition are integral to our culture.
- **Consistent Excellence in Client Satisfaction.** Year after year, we maintain a stellar 5/5 stakeholder satisfaction rate. It's not just a number; it's a testament to our commitment.
- **Diverse and inclusive team**, boasting multilingual capabilities and international experience. This diversity is coupled with strong ethics and an unyielding dedication to work.
- Our philosophy is simple yet powerful – **an unwavering dedication to our clients** and the employees who serve them. This ethos is not just a part of our culture; it's the cornerstone of everything we do.



PRODUCTS

MYAssets

A groundbreaking asset management tool that digitizes and simplifies the entire process.



SCRUMPoker

A ServiceNow application tailored for Agile teams, turning estimation into a gamified experience.



CONTACT INFORMATION

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SERVICES

LEIDIT offers comprehensive IT support:



CHANGE MANAGEMENT

we focus on maximizing system adoption, increasing self-reliance, and fostering organizational autonomy.



APPLICATION DEVELOPMENT

We specialize in custom application development to automate your business process, integrating Agile and DevSecOps practices, and maximizing client's ServiceNow investment.



DESIGN SERVICES

Integrating user experience design in all implementations for intuitive navigation and increased adoption



PROJECT MANAGEMENT

real-time insights into project progression, ensuring swift issue resolution and seamless team collaboration.

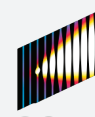
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