



EMPOWERING NATIONAL LABORATORIES: CRI ADVANTAGE AND SERVICENOW DELIVER DIGITAL TRANSFORMATION TO NL

With ServiceNow, National Laboratories (NL) can digitize and automate departmental and cross-enterprise workflows, optimize business processes for resiliency, and mitigate risk. All on one cloud-based platform. Across industries, organizations of all sizes are accelerating automation, seamlessly embedding artificial intelligence and analytics in their apps with Now Intelligence and leveraging an ecosystem of innovation from ServiceNow as implemented by CRI.

As a ServiceNow Premier Partner, we aid government agencies in eliminating tedious IT processes, maximizing productivity, and delivering best-in-class workflows.

ServiceNow® Offerings

- Governance, Risk, and Compliance
- Application Development
- Workplace Service Delivery
- Customer Service Management
- IT Asset Management
- IT Operations Management
- Strategic Portfolio Management
- Field Service Management
- Implementation, Consulting, Support & Training

WORKFLOWS

Allow CRI to automate work for your team with Flow Designer: We can help empower your organization to quickly build and extend modern workflow apps. Use a single, unified platform to work across the enterprise.

INTEGRATIONS

Let CRI connect your enterprise with IntegrationHub: Build reusable workflow apps powered by your business data on a single platform. Use available integrations or let CRI build one for seamless automation.

CRI'S NL EXPERIENCE

CRI purchased and implemented ServiceNow to transform paper, legacy, and disparate systems into a single platform that drove the NL's business. By utilizing the ServiceNow Platform and modern IT Service Management Suite, CRI has helped the NL's and many other public sector organizations modernize their IT and business services by consolidating IT tools into ServiceNow's single data model, allowing for the transformation of the Service Desk experience, the automation of workflows, real-time visibility, and improved IT productivity.



SERVICE PORTAL

Grant CRI the opportunity to create an engaging app experience with your own self-service user experience with a modern portal interface. Portals allow users to browse options, discover articles, or get help.

**SMALL BUSINESS | SAM UEI: JS4JYM6XCJF5
GSA IT70 | CIO-SP4
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HOW OUR SERVICENOW SOLUTIONS REVOLUTIONIZE THE DEPARTMENT OF ENERGY

CRI'S UNIVERSAL PROPOSAL MANAGEMENT SYSTEM

In February 2022, CRI Advantage was awarded a groundbreaking contract to design and deploy a Universal Proposal Management System for not one, not two, but three National Laboratories—a rare and unique opportunity. Leveraging our expertise in Software as a Solution (SaaS) and the power of the ServiceNow platform, we developed a cutting-edge solution to support the proposal management process for scientific user facilities across Argonne, Brookhaven, and SLAC National Laboratories.

Our Universal Proposal Management System is revolutionizing the way thousands of researchers and scientists from institutions around the world access state-of-the-art research instruments. Configured to support a wide variety of review and allocation processes across all three National Laboratories, our solution enhances the user experience, improves workflow functionality, and enables shared configuration and costs between the various laboratories. With downstream reporting capabilities and streamlined workflow processes, our system is driving innovation and efficiency in the scientific community. At CRI Advantage, we are proud to be at the forefront of this exciting and transformative project.

servicenow®



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