Transform your processes into performance levers.

Accelerate and optimize your ServiceNow® implementations with a local strategic partner who blends technical expertise with business intelligence.

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Turn your ServiceNow® investment into lasting impact

Organizations invest in ServiceNow® to simplify complexity, break down silos, and accelerate the performance of their operations. Whether your goal is to improve service delivery, enhance visibility, or scale automation, the Now Platform® provides you a powerful foundation for your workflows.

To unlock its full value, you need a partner who understands your business reality and can turn the platform into a true performance engine.

A partnership designed to maximize your ServiceNow® investment

From strategic consulting and solution architecture to operational support and optimization, COFOMO helps organizations expand the impact of their ServiceNow® environment and achieve sustainable, measurable results.





Strategy, licensing, and implementation in one place

As both a Premier Partner Reseller and Premier Partner Implementation provider, COFOMO supports every stage of your journey. From licensing and platform setup to strategy, deployment, and adoption, you benefit from a unified, end-to-end experience with no fragmentation. With local expertise, deep platform mastery, and proven delivery models, our team helps you accelerate value creation and ensure that ServiceNow® becomes a long-lasting lever for efficiency, insight, and growth.

Here's a preview of the value our team can bring:

Rapid out-of-the-box deployments



ITSM CMDB GRC CSM HRSD

Custom application development



APP ENGINE

AI embedded across workflows



ITSM CMDB GRC CSM HRSD

Deep industry expertise



Governement Finance & Insurance Healthcare Retail & Distribution

Fully bilingual service

Read on to discover how our approach, our people, and our proven results can support your transformation with confidence.



Success story

Strengthening enterprise risk governance with an integrated ServiceNow® GRC solution.

Retail and distribution

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Challenge

A major retailer and distributor needed to modernize how risks were identified, tracked, and governed across a fast-moving, highly regulated environment. Risk assessments were performed in silos, controls documentation was scattered across systems, and leadership lacked a unified view of exposure, accountability, and compliance. The organization required a centralized and automated way to ensure traceability, transparency, and long-term regulatory alignment.

Solution

The organization partnered with COFOMO to deploy a tailored governance, risk, and compliance solution built on ServiceNow® Integrated Risk Management (IRM) and the CMDB. With a dedicated COFOMO expert embedded on-site, the project combined agility and deep platform expertise. Together, they:

- integrated NIST and PCI frameworks;
- created dynamic, filter-based risk entities;
- deployed customized assessment forms;
- automated risk-owner workflows;
- built real-time dashboards to consolidate visibility and drive consistent governance.

Results

- **Centralized governance:** All risks, controls, and compliance data managed within a single ServiceNow® environment.
- **Standardized processes:** Automated, repeatable assessments with clear ownership and traceability.
- **Enhanced visibility:** Real-time IRM dashboards linking risks to specific assets, applications, and processes.
- **Sustainable compliance:** Ongoing alignment with industry frameworks such as NIST and PCI. This foundation now supports stronger decision-making, better accountability, and a culture of continuous improvement.

Capabilities leveraged

- Governance, risk, and compliance strategy
- ServiceNow® configuration and automation
- Workflow and process design
- Data integration and reporting

Technologies used

- ServiceNow® IRM
- ServiceNow® CMDB
- NIST
- PCI



Success story

Transforming IT service delivery for 15,000 healthcare professionals with ServiceNow®.

Healthcare

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Challenge

A large healthcare organization operating with siloed, manual IT processes struggled to manage more than 120,000 service requests annually. Without a centralized platform, the IT team faced long response times, higher operating costs, inconsistent service levels, and low staff morale. Clinical teams, dependent on reliable IT systems, felt the impact daily. The organization needed to streamline operations, improve visibility, and modernize service delivery to better support patient care.

Solution

Following a competitive tender, the organization selected COFOMO for its cross-functional expertise and Premier Partner status with ServiceNow®. COFOMO deployed ITSM and ITOM across more than 220 catalogue items, working collaboratively with internal teams. The solution introduced ITIL-aligned processes, automated asset discovery, and a consolidated CMDB capturing clinical, endpoint, and network devices. COFOMO's multidisciplinary team spanned integration, database, project management, and change management and guided the organization through a complete transformation.

Results

- **Enhanced centralization:** A user-friendly service catalogue accessible to all employees.
- **Reliable automation:** Real-time CMDB updates became the single source of truth for incidents and compliance.
- **Lower operating costs:** Standardized, automated processes reduced handling time and costs.
- **Improved service quality:** Better visibility enabled faster incident resolution and more efficient change management.
- **Stronger clinical support:** A more agile IT function directly improved support for patient-facing teams. Knowledge transfer enabled full autonomy, ensuring long-term sustainability and agility.

Capabilities leveraged

- ITSM and ITOM implementation
- System integration
- Asset discovery and CMDB design
- Project and change management
- ITIL-based process redesign

Technologies used

- ServiceNow® ITSM
- ServiceNow® ITOM
- CMDB
- ITIL best practices



Success story

Restoring delivery confidence and accelerating platform maturity with a hybrid ServiceNow® model.

Finance & Insurance

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Challenge

A leading Canadian financial services co-operative faced recurring difficulties executing ServiceNow® projects and managing its platform effectively. Governance was fragmented, decision-making lacked structure, and project credibility had declined. The team struggled to prioritize and absorb a growing backlog, leading to high costs and limited return on investment. To stabilize and evolve its ServiceNow® environment, the client needed a reliable, scalable delivery model and clear operational governance.

Solution

The organization partnered with COFOMO to implement a collaborative, hybrid model that operated as an extension of the client's management team. Over a one-year plan, COFOMO ensured structured activity planning, transition, and knowledge transfer. A dedicated team of developers and a ServiceNow® architect took ownership of three major projects within a 6- to 9-month timeline: CMDB, HRSD, and ITSM. COFOMO introduced a clear governance structure, including an executive advisory council, and deployed a velocity-based backlog model to ensure continuous, predictable delivery.

Results

- **Integrated leadership:** An embedded engagement lead and architect guiding delivery and decision-making.
- **Flexible delivery team:** Dedicated developers/configurators ensuring sustained platform evolution.
- **Accelerated roadmap execution:** CMDB, HRSD, and ITSM delivered progressively and reliably.
- **Structured governance:** Clear decision framework supported by an executive advisory council.
- **Significant cost reduction:** Up to 50% savings through optimized delivery and prioritization.
- **Improved delivery velocity:** Backlog managed through a sustainable, performance-driven model.
- **Higher platform maturity:** Stronger governance, clearer processes, and increased ServiceNow® adoption.

Capabilities leveraged

- ServiceNow® program leadership
- Hybrid delivery model
- Platform governance
- CMDB and HRSD expertise
- Backlog and velocity management
- Knowledge transfer

Technologies used

- ServiceNow® ITSM
- ServiceNow® CMDB
- ServiceNow® HRSD



"The biggest challenges in a transformation project are rarely technical. They're about helping people adopt new ways of working and communicating that effectively. With the rise of AI-enabled workflows, this human element matters more than ever. That's why our ServiceNow® experts stay with clients from strategy to delivery to ensure real, lasting impact."

Mark Sirois
Director – SERVICENOW® Center of Excellence

Our team

Your advantage at every stage of transformation

End-to-end expertise, with no handoffs

Your project never changes hands. The same architects, consultants, developers, project and change experts stay with you throughout the entire journey. This continuity ensures clarity, faster decision-making, and solutions that fully align with your reality.

A dedicated SERVICENOW® Center of Excellence

Our SERVICENOW® Center of Excellence equips every expert with the latest knowledge, proven best practices, and a strong peer network. This ensures they can deliver solutions tailored to your reality across ITSM, ITOM, IRM, HRSD, CSM, CMDB, automation, integration, AI-powered workflows, and platform governance. Backed by this structure, our teams apply refined accelerators and delivery models developed through hundreds of successful projects, so you benefit from expertise that is both deep and consistently evolving.

Local experts, world-class caliber

Our Canadian-based specialists support every stage of your project with deep technical expertise and a strong understanding of local business and regulatory realities. With fully bilingual teams and documentation, we ensure smooth delivery and clear communication, so your transformation succeeds in every region you serve.



An unmatched technological know-how and intelligence that generates lasting results and growth.

- A synergy between your business strategies and technological infrastructure
- Creative and strategic solutions that address your business challenges
- Reimagined or improved business processes
- Initiatives and efforts aimed at reducing silos
- Projects that mobilize and stimulate your team engagement
- AI-enhanced insights and automation that elevate decision-making and accelerate transformation

Leveraging AI-driven capabilities, we help organizations amplify efficiency, strengthen business insights, and accelerate value creation.



COFOMO is a leading Canadian consulting firm specializing in digital and business transformation.

Our offering

From strategic consulting and solution architecture to operational support, we deliver the full spectrum of ServiceNow® services you need to drive sustainable transformation.

A partner with the best of both worlds

The proximity, attentiveness, and agility of a boutique consultancy combined with the scale, depth, and capabilities of a major firm.

A single point of contact

One trusted partner to guide you through every stage of your transformation.

Both tactical and strategic

A comprehensive offering designed to tackle your challenges, support your ambitions, and help your organization thrive.

A client-centric approach

A personalized approach that embraces your uniqueness, processes, and culture.

A proven track record

- **98%**[1] customer satisfaction
- **30+ years** of IT excellence
- **150+** ServiceNow® projects delivered
- **3,000+** experts across Canada

[1] Source: 2025 Client Survey

COFOMO

Ready to accelerate your transformation?

Let's explore how the Now Platform® powered by COFOMO's expertise can help you achieve meaningful, measurable results.

Contact us and start the conversation.

COFOMO.com/servicenow

