

ServiceNow Platform Co-Pilot

Our **ServiceNow engineering expertise**, at your fingertips.

Platform Co-Pilot gives you access to RapDev’s ServiceNow expertise with more flexibility than ever, enabling you to automatically monitor & improve your ServiceNow instance.

Automatic monitoring of your entire ServiceNow instance

Identify & remediate issues	Instantly see slow queries , dashboard usage, long-running transactions, stale users, suboptimal configurations, & more
Real-time insights	Immediate alerts via email, weekly/monthly summaries, & monthly platform assessments with recommended actions
Market-leading expertise	Access our team’s expertise outside the structure of project-based engagements

	Free	Lite	Pro
NOW Performance Monitoring	Included	Included	Included
Weekly Summary Reports	Included	Included	Included
Monthly Platform Review	Included	Included	Included
Real-Time Alerting	Included	Included	Included
SLOs	-	Included*	Included
Chat & Tickets	-	Included	Included
Calls	-	\$350/hr	Unlimited
RapDev ServiceNow Store Apps	-	10% Discount	20% Discount
Off Platform Support	-	5% Discount	10% Discount

SLOs maintained by RapDev

99%* Discovery Run Times <1 Day	<7 secs SP widget load	99% Transactions execution <8hrs	<2% Duplicate assets
<10 min* PA & scheduled jobs	<1%* Assets/CIs with orphaned relationships	>96% Assets/CIs align to Model Categories	90% Discovery schedule complete successfully