SNOW-HUB

Snow-Hub Inc.
info@snow-hub.com · snow-hub.com
Greater Toronto Area (GTA), Ontario, Canada

Capability Statement

Boutique ServiceNow consultancy delivering advisory, implementation and managed support across ITSM, ITOM, ITAM, CMDB and CSDM, Security Operations, IRM, SPM, CSM and HRSD.

34	2.1M	14	~$480K
documented engagements	CMDB records cleaned up	engagements built to stand up to an audit	average compliance value per measured engagement

CORE COMPETENCIES

- **IT Service Management** — incident, problem, change and request on one data model; migration off legacy tools such as BMC Remedy; SLA design.
- **ITOM, CMDB and CSDM** — Discovery, Service Mapping, Agent Client Collector, CMDB Health remediation, identification rules and CSDM alignment.
- **IT Asset Management** — SAM Pro and HAM Pro, normalization, license positions, reclamation, contract lifecycle and procurement.
- **Employee and customer experience** — Service Portal, Employee Center, HR Service Delivery, Workplace Service Delivery and omnichannel CSM.
- **Strategic Portfolio Management** — demand, project and application portfolio management, including rationalisation at scale.
- **Security, risk and compliance** — Vulnerability Response, Security Incident Response, DLP Incident Response and IRM/GRC across SOX, Basel III and GDPR.
- **Integrations and custom apps** — REST, OAuth, MID Server patterns, Service Exchange, scoped apps.

DIFFERENTIATORS

- **Senior-only delivery.** The consultant who scopes the work delivers it. No hand-offs to juniors.
- **Failure path designed first.** Integrations ship with auto-incident, retry and resend built in.
- **Data before automation.** We fix the mechanism that creates bad data, then the backlog.
- **Current-release practice.** Every technical claim checked against current ServiceNow documentation.
- **Security cleared.** Consultants hold Canadian government Reliability clearance.

COMPANY DATA

Legal name	Snow-Hub Inc.
Founded	August 2023
Team	~10 senior consultants
Location	Greater Toronto Area (GTA), Ontario
Service area	Canada and United States, remote and on site
Security	Reliability clearance
NAICS	541512, 541511, 541611

CERTIFICATIONS

CPOP Certified Platform Owner	**CSA** System Administrator
CIS-ITSM IT Service Mgmt	**CIS-DF** CMDB and CSDM
CIS-SAM Software Asset Mgmt	**CIS-HR** HR Service Delivery
CIS-FSM Field Service Mgmt	**ITIL 4** Foundation

info@snow-hub.com · snow-hub.com · Greater Toronto Area (GTA), Ontario, Canada

SELECTED ENGAGEMENTS

1.3M

CMDB Health remediation at 1.3 million records

CMDB health reporting had been implemented but was not operating, providing assurance the organisation had relied upon in audit.

A CMDB Health dashboard that actually reports, with the client able to maintain it independently.

~$1M

License position assessment and software normalization

Ahead of a Microsoft compliance audit, the organisation could not evidence a defensible position on installed software.

A defensible Microsoft license position that averted roughly $1M in audit exposure, plus a reclaim target for unused licenses.

15 → 5

Discovery migration: Probes and Sensors to Patterns

ServiceNow's own ITOM health assessment scored the Discovery implementation below average across an estate of approximately 500,000 configuration items.

Estate discovered on Patterns with a third of the MID Server footprint, and a Discovery scorecard the client could defend.

$500K–$1M

Unlicensed software reclamation

Software installations were running without valid license allocation, and removal was a manual action with no verified closure.

Daily compliance monitoring with zero-touch reclamation for most software, verified closure, and an audit trail that stands up to a license review.

50,000+

CSDM alignment for a global healthcare organisation

Incident and change routing depended on service data the owning teams did not regard as accurate.

Service dependencies visible for the first time. Incidents routed on accurate service data, downtime reduced through better impact analysis.

TECHNOLOGY FOOTPRINT

ITSM · Discovery · Service Mapping · Agent Client Collector · MID Server · CMDB Health · CSDM · SAM Pro · HAM Pro · Contract Management · APM / EA · SPM · CSM · HRSD · Employee Center · Vulnerability Response · Security Incident Response · DLP IR · IRM / GRC · Flow Designer · IntegrationHub · Service Graph Connectors · Service Exchange · Performance Analytics · BMC Remedy · Microsoft SCCM · Flexera · Tenable · Qualys · Veeva Vault · Microsoft Entra ID · AWS · Azure

WAYS TO ENGAGE

- Free 30-minute health check to find the biggest gaps on your instance
- Fixed-scope assessments: SAM Pro health check, CMDB and CSDM assessment, platform health check
- Implementation and migration programs
- Managed platform support and administration
- ServiceNow licensing advice

SENIOR TEAM

Harman Sandhu Senior Consultant
Platform leadership across ITSM, ITOM, ITAM, SecOps, CMDB and CSDM, CSM, HRSD and FSM.

Harvant Singh Senior Consultant
Security Operations, Risk, HR Service Delivery and Strategic Portfolio Management.

Manny S. Senior Consultant
Platform engineering, CSM, ITSM and asset management.

Figures marked ~ are estimates from engagement data. Client names withheld under NDA; references on request.