

C1 SmartOps Foundation

Fully Managed ServiceNow Platform Operations

C1 SmartOps Foundation provides complete operational management of your ServiceNow instance. You own the licenses—C1Secure runs the platform. This service delivers administration, development, architecture, upgrades, integrations, and continuous SmartAI enablement across all modules, functioning as your always-on platform team.



Platform Management

Full administration, architectural governance, workflow enhancements, and App Engine development with SmartAI-enabled builds.



Integration & Release

API management, MID Server oversight, upgrade lifecycle ownership, ATF validation, and clone strategy execution.



Optimization & Security

Performance tuning, security hardening, tech-debt remediation, data quality management, and monthly KPI dashboards.

Key Use Cases

- No internal platform team—instant capacity
- Unstable or debt-heavy instance stabilization
- Growing backlog with continuous enhancements
- Risky upgrades managed with low-risk cycles
- Platform-wide SmartAI activation

Delivered Outcomes

- World-class operations without hiring
- Faster roadmap and automation delivery
- Stable, secure, high-performing instance
- Reduced incidents and technical debt
- Accelerated SmartAI adoption

Ideal For

CIOs, IT Operations Leaders, ServiceNow Platform Owners, and enterprises needing continuous delivery and AI enablement without a full internal team.

Pricing

Scales by platform size, operational hours, SmartAI scope, integrations, and support tier—tailored to your environment.