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MJB Technology Solutions

Powering Transformational Outcomes with a Service Mindset

ServiceNow users require faster results and enhanced visibility to steer workforces toward higher-value tasks. This plan of action results in productivity breakthroughs and rapid digital transformation, an invaluable set of growth drivers for organizations.

MJB Technology Solutions, an IT solutions company, offers best-in-class ServiceNow solutions that highly optimize an organization’s operational lifecycle, empowering them to focus on productive tasks and maximize growth opportunities. It accomplishes this by employing comprehensive strategies that leverage its proven deployment expertise, IP benefits, and best operational practices.

“The value we give to customers does not end at technology but extends to heightened customer experience and service excellence,” says Mark Bains, CEO of MJB Technology Solutions.

Its ServiceNow solutions are rooted in three core value propositions—customer experience, service excellence, and workforce optimization.

MJB enables standardized processes that reduce operational costs and enhance customer experiences. It offers real-time updates on service issues within a single, intuitive portal, which allows clients to easily manage their information, including viewing issue resolution status.

For upholding service excellence, MJB assists organizations in designing and building connected ecosystems through streamlined integrations. This aligns workflows and processes and greatly elevates the overall service experience for customers while improving data quality.

To achieve workforce optimization, MJB connects teams and facilitates timely information circulation across the chain of command, automating issue resolution. Leadership gains access to an organization-wide unified task view, powering multitasking and significantly elevating a team’s productivity.

Many organizations possess a limited IT team that struggles to deliver modern services, stemming from issues like legacy on-premise systems, excessive time spent on firefighting instead of service delivery, and a lack of real-time visibility. These obstacles significantly hamper effective decision-making.

To mitigate these challenges, MJB has developed a managed services offering that amalgamates its three core value propositions while reducing the cost of ownership and ensuring quick value realization.

Termed the Co-innovate and Collaboration model, the offering includes the MJB Innovation Service Management (ISM) Hub Multi-Tenant Platform, which standardizes processes, reducing operational costs and improving service availability and data quality. Built on a robust architectural foundation, the ISM uses a pre-defined process flow and an integrated intelligent workflow that accelerates clients’ ROI and facilitates fast-paced implementation.

MJB also offers the ServiceNow Platform CoEI (Centre of Excellence and Innovation) Operating Model, which provides comprehensive life cycle solutions encompassing elements like strategy and delivery execution, product leading practices, program management, sprint planning, and architecture design.

“The value we give to customers does not end at technology but extends to heightened customer experience and service excellence”



Mark Bains,
CEO

Among MJB’s successful collaborations, there exists a common theme of integrating automation for enhanced productivity, implementing technology for better service excellence, and work process optimization through data-driven methodologies and tools. It helps leading telecommunications companies execute address management projects involving cloud and mobile technologies. All levels of operations and management gain access to data, facilitating predictive analysis and rapid decision-making.

It previously assisted a fintech company in developing a Payments-as-a-Service platform that supported electronic funds transfer, bill payment, e-mail money transfer, and a payment hub for digital wallets. MJB has also helped clients in the sustainability and educational travel sectors.

When partnering with clients, MJB employs an executive approach powered by enterprise architecture best practices and its team’s extensive experience. It aligns its platform’s vision with a client’s and collaboratively develops robust technology strategies. By understanding their current architecture and operating model, it envisions how ServiceNow can drive transformational outcomes.

Together, MJB and the client create a forward-looking roadmap to realize their vision, including enhanced capability, improved experiences, and transformed operating models.

A beacon of support for organizations using ServiceNow, MJB leads teams in developing compelling multi-products that seamlessly integrate into a business’s existing environment. Clients can confidently propel their organizations toward a future characterized by enhanced customer experiences and sustainable growth. **CR**

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*The annual listing of 10 companies that are at the forefront of providing
ServiceNow solutions and transforming businesses*

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