Upgrade Assistant

By Bravium Labs

The Upgrade Assistant by Bravium Labs accelerates the way your team manages ServiceNow upgrades. It includes features like Customization Score, Skip Management, and tools that allow you to see inside a future upgrade! Upgrade Assistant is your secret weapon against wasted resources and for a high-quality, up-to-date, instance.

The 3 U's Framework
For Upgrading in ServiceNow

Understand → **Upgrade** → **Uphold**

ServiceNow Updates: A Cautionary Tale

Through ServiceNow's twice annual updates, customers receive new features and enhancements to the ServiceNow platform they rely on for critical operations. However, upgrading can prove dangerous if carried out haphazardly and inconsiderately. Without the proper analysis, an upgrade can break applications and result in millions in technical debt . The key to a successful upgrade is knowing what is customized in your instance, what is in an upgrade, and what you need to protect in an upgrade.

Get to Know Your Instance

Using Upgrade Assistant gets you fast insight to what your instance is comprised of. Within the Instance Overview tab, users can learn how custom/far from Out-Of-Box (OOB) they are, how many instance application files exist, how many admins you have, and more.
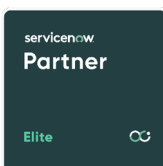
Become Proactive

Ever think of how great it would be to look into the future and see all the problems you can avoid ahead of time? Use Upgrade Assistant to approve changes that will happen in your instance, mitigating surprises and costly reactive patch work.

Understand the Past

By leveraging the notes function in Upgrade Assistant, document rationale for previous skips ensure your next upgrade runs even smoother. Don't guess on why a feature skip took place! Manage your application files with past versions, notes, and links to other instances.

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Accelerate
Your ServiceNow Upgrade

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Upgrade Assistant is available for purchase through the ServiceNow Store.
For more information, see below:
info@braviumlabs.com | www.braviumlabs.com