



**Empowering Businesses with
Innovative ServiceNow and
AI-Driven Solutions**

ABOUT US

CODEFLIX Consultancy Services Pvt Ltd is a global leader in technology consulting, specializing in Service Now solutions, Artificial Intelligence, and digital transformation services. Headquartered in India, CODEFLIX is committed to helping businesses streamline operations, foster innovation, and achieve measurable results through tailored and cutting-edge solutions.

Our approach is centered around combining the robust capabilities of ServiceNow with advanced AI-driven technologies to deliver intelligent, scalable, and secure solutions. With a team of experienced professionals and a passion for innovation, we empower businesses to adapt, innovate, and thrive in today's digital-first world.

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At CODEFLIX, we view ourselves as your strategic partner—not just a service provider. We are committed to understanding your unique business challenges and crafting solutions that create meaningful, measurable impact.

From IT service management to customer engagement, from employee empowerment to risk management, our solutions are designed to help you achieve your goals efficiently and sustainably.



OUR VISION

To be a globally recognized leader in ServiceNow and AI-driven digital transformation, empowering businesses to excel in a dynamic, technology-driven world.

Our vision is rooted in a commitment to innovation, customer-centricity, and creating value through technology. We aim to set benchmarks in digital excellence by consistently delivering cutting-edge solutions that redefine business operations and enhance user experiences.



OUR MISSION

To transform enterprises by leveraging ServiceNow, AI, and emerging technologies, creating tailored digital solutions that optimize operations, improve productivity, and unlock opportunities for growth.

Our mission reflects our core principles:

- **Innovation-Driven Approach:** Continuously innovating with state-of-the-art technologies to create solutions that are ahead of the curve.
- **Customer Focus:** Designing solutions with a deep understanding of our clients' needs and delivering outcomes that matter.
- **Collaboration and Partnerships:** Working closely with our clients, technology providers, and industry leaders to ensure success.
- **Sustainability and Scalability:** Building future-proof solutions that grow with our clients' businesses.



OUR CORE VALUES

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- **Innovation:** Constantly pushing the boundaries of what's possible with technology.
- **Excellence:** Delivering solutions that exceed client expectations.
- **Integrity:** Building trust through transparency and ethical practices.
- **Collaboration:** Fostering strong partnerships with clients and stakeholders.
- **Customer-Centricity:** Keeping client satisfaction at the heart of everything we do.
- **Sustainability:** Designing solutions that are scalable, secure, and aligned with global best practices.

OUR EXPERTISE AND SERVICES



IT Service Management (ITSM)



IT Operations Management (ITOM)



Customer Service Management (CSM)



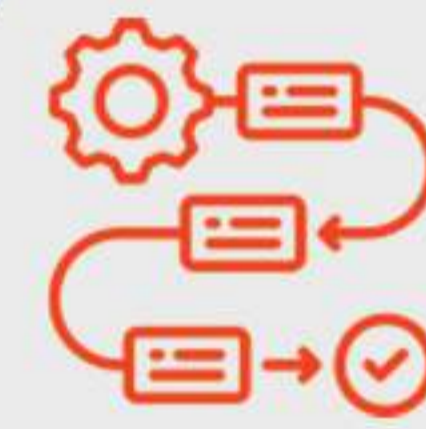
HR Service Delivery (HRSD)



Governance, Risk, and Compliance (GRC)



Field Service Management (FSM)



Custom Workflow Development



AI-Driven Digital Transformation



Predictive Analytics



Process Automation



Natural Language Processing (NLP)



AI-Powered IT Operations (AIOps)



Data Visualization and Insights

OUR LEADERSHIP TEAM

KANNAPPAN N

CEO/Founder

A visionary leader with over 20+ years of experience in technology consulting, Kannappan N has a proven track record of delivering impactful digital transformation projects.

PITCHIAH V

Chief Technology Officer

With a deep understanding of AI and cloud computing, 23+ years of experience in technology consulting, Pitchiah V drives innovation and ensures CODEFLIX remains at the forefront of technology.

INDUSTRY SOLUTIONS



Retail: Customer loyalty platforms, inventory management, and AI-driven marketing.



Healthcare: Patient care workflows, telehealth solutions, and compliance automation.



Banking: Fraud detection, loan processing, and customer onboarding.



Manufacturing: Supply chain optimization and IoT integrations.



Telecommunications: Partner onboarding and customer engagement optimization.

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STRATEGIC PARTNERSHIPS

ServiceNow:

Recognized for excellence in delivering ServiceNow implementations and optimizations.

AI and Cloud Collaborations:

Partnering with AWS, Microsoft Azure, and Google Cloud for advanced cloud and AI capabilities.

Industry Collaborations:

Building domain-specific solutions through partnerships with healthcare, retail, and financial organizations.



WHY CODEFLIX CONSULTANCY CHOOSE SERVICES?

Proven Expertise: Extensive experience in implementing and optimizing ServiceNow solutions.

Tailored Solutions: Solutions designed to address your unique business challenges.

Innovative Technologies: Combining AI, RPA, and ServiceNow for cutting-edge results.



End-to-End Support: Comprehensive services from consulting to implementation and beyond.

Client-Centric Approach: Commitment to delivering measurable outcomes.



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CLIENT SUCCESS STORIES

Solution 1

Optimizing IT Operations for a Global Manufacturer

Challenge: Disjointed IT workflows and high incident resolution times.

Solution: Implemented ServiceNow ITSM integrated with predictive analytics.

Outcome: Reduced resolution time by 50% and improved overall productivity by 30%.

Solution 2

Enhancing Customer Experience for a Financial Institution

Challenge: Low customer satisfaction and high service costs.

Solution: Deployed AI-driven chatbots and ServiceNow CSM workflows.

Outcome: Improved satisfaction scores by 40% and reduced operational costs by 35%.

CORPORATE SOCIAL RESPONSIBILITY (CSR)

At CODEFLIX, we believe in giving back to the community. Our CSR initiatives focus on:

Digital Literacy: Empowering underprivileged communities through education and training in digital skills.

Sustainability: Promoting green practices in technology and business operations.

Diversity and Inclusion: Creating opportunities for underrepresented groups in the tech industry.

Codeflix
Creating New Possibilities

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