

nimble desk

modernize your service portal with AI driven
user experiences.





smarter service and seamless support.

Nimble Desk is a modern ServiceNow-powered portal that reimagines experience for both end users and service desk teams. It leverages Virtual Agent, Now Assist, and proactive ITOM integration to drive self-service, automation, and faster issue resolution. End users benefit from guided support, multilingual accessibility, and fast, omni-channel service access—while service desk agents are equipped with AI-powered insights, automated workflows, and real-time operational visibility.

With a strong shift-left focus, Nimble Desk boosts efficiency, reduces ticket volumes, and delivers proactive, personalized support at scale.

key tenets of our offering.



| key benefits of our offering.

- Empower end users to [resolve issues independently](#) through intuitive, AI-powered support.
- Equips service desk agents with [automation and insights](#) to resolve tickets more efficiently.
- [Reduced ticket volumes](#) as virtual agent and guided workflows deflect routine queries.
- [Proactive problem management](#) using ITOM and CMDB integration.
- Delivers [localized, role-based, and device-friendly](#) experiences tailored to user needs.

| about randstad digital?

Randstad Digital is a trusted digital enablement partner that facilitates accelerated transformation for businesses by providing global talent, capacity, and solutions across specialized domains. Our digital talent solutions allow you to seamlessly scale your team while connecting you with skilled professionals around the world who align with your chosen technologies. Our focus lies in managed programs, and we empower businesses to move at speed and achieve goals efficiently. We support four service lines, including customer experience, cloud & infrastructure, data & analytics, and digital & product engineering in addition to three engagement models, including talent services, global delivery centers and managed solutions.

For more information, see www.randstaddigital.com.

Looking to maximize your investments using ServiceNow's Nimble desk offering?
[contact us](#) to know more.

