NSW Health uses the Now Platform to digitise back-office processes and internal workflows to radically transform employee experience and improve services to patients.

NSW Health is creating transparency and connecting disparate systems across 121 services on their Health Outcomes and Patient Experience (HOPE) platform, built on ServiceNow. Using data from patient health surveys, the platform provides clinicians and patients with real-time, data-driven insights to improve the quality of care. By continuously evaluating patient experience, NSW Health can drive change to make a real difference to thousands of Australians.

About ServiceNow

Globally, government agencies of varying sizes rely on ServiceNow to support their digital transformation. We help you speed delivery of key services—all with better efficiency and lower costs. With a single cloud platform, we pledge to improve your efficiency and engagement by:

- Boosting your IT security IQ
- Exceeding citizen expectations
- Enhancing staff productivity
- Mapping and managing key services
- Improved visibility across IT estate
- Fragmented IT systems impact service delivery
- Joined-up HR workflows enhance all functions
- Lack of visibility makes it hard to plan for future talent needs
- Omnichannel digital services for today's citizen
- Slow response times lead to citizen frustration
- Inefficient visibility across IT assets
- Intuitive threat detection enhances data security
- Hard-to-manage IT estate is even harder to secure.
- Unified view brings simplicity government interaction
- Joined-up infrastructure means civil servants struggle to resolve issues

The ServiceNow vision for a joined-up government

Disconnected agencies and departments leads to diminished national resilience

The Great Digital Reboot

Here’s how government agencies can deliver joined-up experiences for everyone.

Disconnected agencies and departments leads to diminished national resilience. In a single cloud infrastructure, you architect an end-to-end experience that minimizes friction, maximizes efficiency and scale, and enables you to achieve your mission.

ServiceNow works with governments to improve the delivery of mission-critical services to the public, no matter the circumstances.

For more on ServiceNow's government solutions, visit: your.servicenow.com/australia