Modernise government with one platform

Digital transformation is a major priority for governments worldwide. Evolving citizen expectations, workforce dynamics, and security concerns make it imperative to change the way work gets done.

However, ambitious transformation goals are delayed or blocked by significant barriers, including:

- **Legacy systems**
  - Heavy investments in legacy systems make it difficult to break down organisational data, and information silos between government departments and offices.

- **Cybersecurity concerns**
  - Tight controls govern where data lives and who can access it in order to keep sensitive information out of the wrong hands.

- **Inadequate budgets**
  - The cost of digitisation initiatives across organisations adds up quickly. It's imperative that these efforts deliver value, fast.

Increasingly sophisticated cloud, AI, and automation technologies are helping organisations create anticipatory experiences and achieve meaningful, long-term progress against transformation goals:

- **THE PROBLEM**
  - Slow, inefficient manual processes frustrate both employees and citizens.

  **THE SOLUTION**
  - Unite disparate systems and data with one platform. Then, use digital workflows to automatically route tasks from one person to the next, accelerating response times.

- **THE PROBLEM**
  - Siloed systems, technologies and processes complicate hybrid working and cross-department collaboration.

  **THE SOLUTION**
  - Enable a hybrid workforce using cloud services, web-based apps, and automation to help employees easily collaborate, no matter where they work, increasing productive engagement.

- **THE PROBLEM**
  - Governments face cybersecurity challenges trying to protect massive amounts of data, generally within systems that are older and more vulnerable. Accessing this data is often a complex process that delays decision-making.

  **THE SOLUTION**
  - The strategic use of cloud technology helps organisations leverage real-time data, while keeping data security a top priority.

ServiceNow® helps organisations respond faster to people's needs, provide seamless service delivery, and improve security operations with a secure cloud platform.

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