ServiceNow ITSM Pro and ITOM overview

Keep IT Operations always running smoothly with automation and AIOps

Your IT organization has been challenged to support recent changes to your workforce. And some of these changes – like remote workforce – are likely here to stay. By keeping IT operations always running smoothly with automation and AIOps, you can support these changes with increased productivity and reduced costs, while still delivering resilient and compelling service experiences.

ServiceNow ITSM and the Now Platform give you a modern, extensible solution that can be used across IT. ServiceNow ITSM Professional (ITSM Pro) and IT Operations Management (ITOM) leverage that platform to give you new capabilities that helps your further reduce costs, increase productivity and improve the service experience that your employees receive. By harnessing the power of a single IT platform for operations, you can unlock intelligence that drive to new levels of automation. You can quickly find new levels of productivity through built in AI, Machine Learning and self-service. ITSM Pro and AIOps give you tools to easily service a remote and distributed workforce in a more efficient way.

Value of ServiceNow ITSM Pro and ITOM

Reduce costs while resolving issues faster

- 53% reduction in high priority incidents

Scale IT to support changing needs

- 90% reduction in service outages

Deliver resilient remote service experiences

- 25% improvement in employee satisfaction

ServiceNow ITSM customer successes

Don’t just take our word for it—see how companies like yours use our ITSM Pro and ITOM to keep IT operations always running smoothly

2x improvement in agent productivity

Reduce MTTR by 41%

Check out our ITSM customer success stories (filter by industry, geography, or solution).

Sources: H&R Block, Beach Body, Forrester TBI
Benefits of ITSM Pro and ITOM

Drive Down costs while swiftly resolving issues

Reduce costs and unlock intelligence that drive to new levels of automation by consolidating legacy IT operations tools to a single system of engagement on the Now Platform. Resolve requests faster with self-service and mobile. Automate support for other common employee requests using virtual agents that understand natural, human language. Reduce the number of high priority incidents and mean time to resolution (MTTR) against business-critical services by having more visibility and identifying problems faster using AIOps techniques to eliminate event noise.

"ITSM Pro automates employee interactions, agent actions, and provides analytics to improve overall service. ITOM automates machine to machine interaction, operator actions, and provides actionable insights to improve and maintain service health."

Scale IT to support changing employee needs and business goals

Increase and scale your IT productivity by intelligently prioritizing and distributing work immediately to the right person with the right skill sets. Enable agents to solve employee issues faster with AI-assisted recommendations. Identify and resolve major incidents more quickly with AI-embedded agent assist and a single pane workbench. Reduce risk and improve governance with a controlled, automated change process.
Deliver more resilient and compelling remote service experiences

Provide the best employee service experiences by reducing paper-based processes through a common self-service portal, virtual agents, and mobile. Provide leadership with insights needed to engage quickly based on real-time intelligence from a single data source. Improve the service experience with insights that help anticipate trends, prioritize resources, and drive service improvements. Make better decisions in real-time with single pane workbenches that provide visibility into service performance and delivery at scale.

“Together ITSM Pro and ITOM give you new capabilities – on a common platform – that help you further reduce costs, increase productivity and improve the service experience that your employees get.”

Continuing Learning

Customer Success Center
Customer Success Center (CSC) is the one place to find the most insightful tools, content, and resources to support your objectives and get to your desired outcomes faster. CSC’s resources were created by ServiceNow experts and show you:

- How to overcome common obstacles in your ServiceNow journey
- Proven activities to accelerate and increase the value you get from ServiceNow
- Access to the Success Navigator, Value Calculators, and best practices

Forrester Total Economic Impact™
Learn how to improve your IT productivity, service levels, and costs. Read the Forrester Total Economic Impact™ of ServiceNow study to see how you can:

- Achieve 20% increase in IT fulfiller efficiency
- Reduce high-priority incidents by 25%
- Enjoy higher employee productivity and see a 15 point rise of CSAT scores
- Increase project performance and automation by 20%
- Avoid $4.2M legacy solution costs (over three years) and get 229% ROI within seven months
ServiceNow Global Services
ServiceNow® Global Services is comprised of both ServiceNow® Professional Services and ServiceNow® Education Services. This is the “secret sauce” that drives business transformation and allows you to thrive and achieve your business goals.

Visit ServiceNow ITSM to learn more

Visit ServiceNow ITOM to learn more