ServiceNow adopts AIOps to transform IT operations

$1.5M
Saved annually

96%
Increase in productivity

700:1
Employee-to-support personnel ratio

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We’re leveraging the AIOps capabilities of the ServiceNow platform to predict/prevent issues and transform into a self-healing state.

Venkat Lakshminarayan, VP Infrastructure and Operations, ServiceNow

Why AIOps

Over the past few years, ServiceNow has grown at a quick pace. Such rapid growth made it difficult for our IT operations team to deliver consistently great experiences for both support teams and users.

Our agents struggled to manage the increased requests that come with greater headcount. We were wholly focused on putting out fires and responding to growing
demand. We couldn’t onboard new talent fast enough to keep up, and we were unsatisfied with the number of outages we were experiencing.

We needed a model for IT operations that was scalable and cost-effective—and we turned to AIOps.

**A framework for harnessing AI to operate more intelligently**

With AIOps, we can have continuous monitoring and an environment that’s less susceptible to human error or oversight. We can discover patterns and correlate anomalies quickly and more easily. AI can help our IT operations team reduce incidents and cut costs through predictive and actionable alerts, and it can even initiate and automate processes to resolve incidents when they do occur.

**The journey to AIOps**

Adopting AIOps did not happen overnight. We took a phased and strategic approach with key targets across four focus areas: people, technology, measurement, and trust.

Objectives included increasing automation to increase productivity, putting AI and ML at the core of every technology implemented, and taking a threat-preventive stance as opposed to a corrective one. ServiceNow products—Agent Collector, Cloud Observability, Health Log Analytics (HLA), Virtual Agent, and IT Service Management (ITSM)—give us all the tool sets we need.

We pursued our objectives alongside our enduring “Three Zero” strategy. By committing to zero physical footprint (on-premises datacenters), zero outages, and zero incidents reported by users, we achieve two equally important departmental goals:

- Keep employees connected, productive, and secure
- Evolve the role of IT from firefighter to business partner

**AIOps in action**

We daily experience the benefits of AIOps over traditional approaches to IT operations. Across the company, we’ve saved $1.5 million annually, improved software reclamation by 10%, and reduced events to alerts by 96%. Our employees are thrilled, evidenced by a more than 99% employee satisfaction score, and we’ve nearly doubled our productivity.

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