

# Now on Now

## How we reimaged ServiceNow's partner portal

### Challenge

Our 2,300+ partners had trouble finding content and completing their GTM actions effectively. The portal lacked personalization and impacted their ability to easily navigate and efficiently operate.

### Results

- Improved PSAT
- Personalized & customizable experience
- Easy to find/relevant content

This redesign lays a solid foundation for ServiceNow to realize even more value, including higher NNACV, net new logos, increased CSAT and PSAT, and a B2B capability for reduced cycle time.

Our upgraded portal will also help our employees and partners be more productive at work every day.

### Solution

We created a digital experience platform to collaborate, communicate, innovate, integrate business processes, and drive growth. And we used ServiceNow products:

- [CSM for Case Management & Agent Workspace](#)
- [Virtual Agent](#)
- [Flow Designer & Integration Hub](#)
- [Service Portal](#)
- [User Experience Analytics](#)
- [Now Platform](#)



Contact your account representative to set up a meeting with a Now on Now practitioner. We can help you through your partner portal redesign.

