Now Platform®
Transform your enterprise with the platform for digital business

The business challenge
20th-century IT architectures are not suitable for today’s ever-changing environments and leave companies unprotected from sudden disruptions. COVID-19 has simply highlighted the existing weaknesses in global value chains. While it’s important for leaders to keep their hands on short-term challenges, they also need to keep their eyes on the future. Global pandemics, climate swings, and trade wars are all part of the new normal—and they will continue to test the resiliency of our organizations.

Current business conditions require you to adapt to change, drive productivity and innovation, and deliver modern, consumer-like experiences at scale. To reach this level of agility, you need to connect digital workflows across the enterprise to optimize business processes and keep work flowing seamlessly across people, data, and systems and data.

The enterprise workflow revolution
Born in the cloud and built from the ground up with a single data model and a single, scalable architecture, the Now Platform enables data to flow seamlessly across applications and existing systems. The Now Platform delivers workflow automation at an enterprise scale, allowing you to optimize business processes for productivity, agility, and resiliency.

With out-of-the-box digital workflows that automate everyday service requests, delivery teams can increase service delivery speed, and free up teams for higher value work that drives enterprise-wide innovation. And with native development and integration tools, you can easily extend ServiceNow’s digital workflows or create new digital workflows on the same platform. This flexibility lets you create the right experiences you need for a better way to work, or in disruptive situations, a better way to respond.

Drive connected digital workflows across the enterprise
Maximize the value of existing technology investments with a single, unified cloud platform
Connect siloed systems, departments, and processes
Automate and transform with best-in-class digital workflows

Deliver modern, consumer-like experiences at scale
Drive customer satisfaction and loyalty with unified web, mobile, and conversational experiences
Increase productivity and engagement through easy and intuitive employee experiences
Work smarter and faster with native, purpose-built AI and analytics

Accelerate time-to-value and innovation
Unlock ROI from day one with out-of-the-box apps and integrations
Empower developers of any skill level to build apps fast with low-code tools
Fast-track digital initiatives by delivering new capabilities with greater speed and control
What’s in the Now Platform?

Workflow automation
Build, connect, and automate cross-enterprise workflows in a single, no code design environment.

Configuration Management Database (CMDB)
A centralized source that provides full visibility into your IT environment.

Service catalog
Standardize request fulfillment to ensure accuracy and availability of service offerings.

Service level management
Gather service requirements and monitor and manage SLAs.

Knowledge management
Enable easy access and sharing of information such as self-help, troubleshooting, and task resolution.

Portals
Build, customize, and deploy mobile-friendly self-service experiences.

Workspaces
Deliver targeted personalized experiences with all of the resources teams need to get their work done.

Conversational interfaces
Connect seamlessly to virtual or live agents through any popular messaging app.

Mobile
Deploy mobile apps and configuration tools to drive consistent experiences and support all of your user needs.

Now Intelligence
Amplify human creativity, productivity, and innovation with embedded AI and analytics for intelligent experiences, automation, and optimization.

Platform security
Secure by default and supporting advanced application security and data protection, as well as identity and access management needs.

Development tools
Enable developers of any skill level to create low code apps fast with a full suite of app development solutions.

Integrations
Connect any systems, apps, and data with custom integrations or pre-built connectors to popular business apps.

Administration and configuration
Support and configure your ServiceNow instance with everything you need at your fingertips.

Find out more
Visit: servicenow.com/now-platform.html

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