

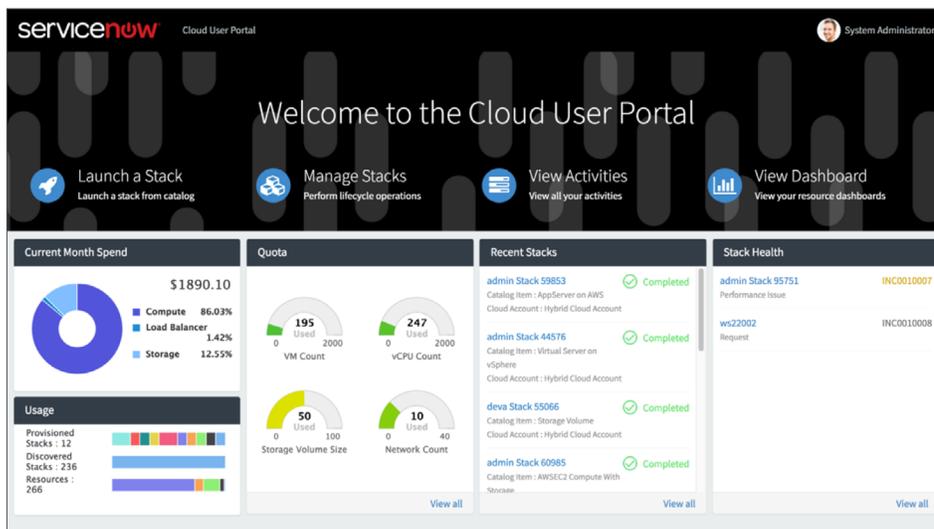
Cloud Management

The IT challenge

IT organizations today face completely new challenges than those of the past. That’s because IT services can now come from anywhere, yet they still need to be delivered and maintained at enterprise-class service levels across both an on-premises and a cloud environment. Moreover, the business demands on more complex IT infrastructures, coupled with extensive application interdependencies on services, can result in a compounding effect that delays cloud service delivery and lessens quality—ultimately having a negative effect on user experiences.

The ServiceNow solution

ServiceNow® Cloud Management optimizes your cloud operations and extends the power of the Now Platform® to accelerate your cloud strategy. It creates an on-demand service environment that optimizes cloud utilization, driving down resource costs by automating service requests, approvals, and governance of the underlining IT infrastructure resources supporting your native cloud environments. What’s more, IT can govern cloud deployments with standardized policies for consistent and preferred user experiences, while at the same time meeting their IT compliance and security needs.



View into cloud services and interdependencies with IT Resources

Easier user experiences

The user consoles for DevOps and IT operators are self-service portals where users can access data about all their cloud services, requisitions, approvals, and take other actions. This is a central point where IT can manage catalogue requests and instance usage.

Users can easily access a personalized services catalog, order new services, and make requests or check on incidents affecting resources. The user experience is simplified and provides on-demand access to cloud resources so you can deliver great customer experiences, fast.

Speed up delivery of your hybrid cloud services

Whether you’re migrating existing workloads or initiating a cloud-first strategy, get there faster with deployments that deliver flexibility to developers without comprising IT’s control over underlining resources. Manage your cloud service operations through a single platform for better enterprise standardization of the resources that support your business services.

Govern enterprise-class cloud

Align the right cloud resources to the right business activities with policies and rules consistent with the rest of your enterprise environment. This can help avoid rogue IT and use of resources that may violate compliance or increase risks to the business.

Optimize continual process improvements to reduce cloud resource costs

Provide a unified view of resource usage to help control IT cost and cloud provider spending, and provide transparency. Get insights into consumption to improve the allocation of cloud resources and deploy experiences based on defined budgets or quotas.

Faster delivery of cloud services

Cloud management is further streamlined via native self-provisioning support across multiple cloud provider-specific templates. Cloud admin can provision catalogues using Amazon Cloud Formation Templates (CFT) and Azure Resource Manager (ARM) for faster deployment to users.

ServiceNow takes the guesswork out and scales delivery easily, applying IT policies to ensure good governance of the right resources and to minimize risks whether on Azure, AWS, or VMware. Customers benefit by using existing cloud templates and can reuse existing build or use services offered by AWS/Azure. There is no need to learn a proprietary ServiceNow framework.

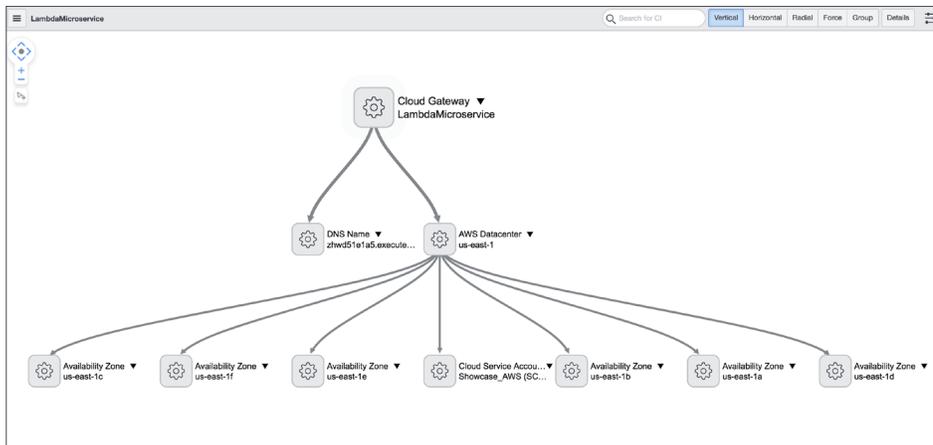
The Now Platform also allows IT to extend their security, incident, and management control over all their cloud resources and define policies based on a collective set of rules, rather than separately and in silos.

Consolidate and control cloud costs

The Billing dashboard centralizes details on applicationservices, computeutilization, data usage, and network loads for your public clouds' spending so IT planners can determine cost information across time, service categories, providers, data centers, and users from a business service point of view.

Get business hour scheduling and leasing for all new cloud requests with budget alerts to understand overall costs associated to users or groups. This provides cost transparency for cloud users to optimize resource consumption based on defined budgets and quotas.

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