Healthcare Transformed:
Real-World Results for Healthcare Organizations
Bridge the silos. Outsmart the outages. Mitigate the risks.

Don’t let technology get in the way of great healthcare.

Advances in technology have transformed what you can achieve in healthcare today. But they’ve also introduced obstacles that may be slowing down your staff and interfering with your mission.

At ServiceNow, our goal is to eliminate the obstacles, so you can make the most of technology while always focusing on your number one priority: delivering the best possible care to your patients and your community.

Today, more and more healthcare providers are turning to ServiceNow to streamline their workflows, connect their teams, and integrate their systems. The result? More effective staff and clinicians—and better care for patients.
Case Study: UnityPoint Health

Des Moines, Iowa, USA  |  Employs 30,000 team members

UnityPoint Health is a network of hospitals, clinics and home care services in Iowa, Illinois and Wisconsin.

Challenge
Physicians and nurses were sacrificing valuable bedside time to report EHR issues via phone or email.

Solution
NOW Platform, IT Service Management and IT Operations Management

Outcome
ServiceNow helped UnityPoint Health to integrate their Electronic Health Record (EHR) solution and create their own “Help Button,” which rapidly routes EHR-related issues to the right support teams for quick resolution—freeing care-providers to spend more time with patients.
Case Study: Magellan Health

Scottsdale, Arizona, USA | 10,700 employees across 27 states

Magellan is a Fortune 500 specialty healthcare company that manages care for more than 38 million individuals.

Challenge
Call center was besieged with basic HR questions around payroll, benefits and employee policies. Magellan sought to create a better HR interaction for its employees, and to improve work experience and morale for the HR staff.

Solution
Now Platform, ServiceNow HR Service Delivery

Outcome
Magellan worked with ServiceNow to simplify its employees’ access to HR services and bring a more consumer-like experience to the workplace.

“InServiceNow helped us create a workplace of the future. We see behavioral change in the form of more satisfied and motivated employees, a strengthened reputation as an employer of choice, and a greater focus on strategic growth priorities.”

Pat Tourigny
Senior Vice President, HR Shared Services, Magellan Health
Case Study:
Community Health Systems
Franklin, Tennessee, USA | 120,000 employees

Community Health Systems (CHS) is one of America’s leading operators of general acute care hospitals. Through its affiliates, it owns, operates or leases 127 hospitals in 20 states.

Challenge
CHS was relying on a manual software management system that provided incomplete, inaccurate, and outdated data on its software assets.

Solution
Now Platform, IT Service Management, IT Business Management and IT Asset Management

Outcome
CHS worked with ServiceNow to upgrade from an unreliable, manual software management system so it could streamline audit processes and reduce compliance costs.

“With ServiceNow, the data we need is at our fingertips. That means we can save millions on compliance fines and resource costs.”

Briana Alexander
Vice President of Process and Performance Excellence, Community Health Systems
Case Study: Prime Therapeutics

Eagan, Minnesota, USA | Serving 20 million people

Prime Therapeutics is one of America’s leading pharmacy benefits managers—managing benefits for employers, health plans, and government programs including Medicaid and Medicare.

Challenge
Manual processes were too slow and cumbersome to ensure quick, accountable remediation of security vulnerabilities.

Solution
ServiceNow Security Operations

Outcome
Prime Therapeutics worked with ServiceNow to create a process for tracking, prioritizing, and assigning every scanned vulnerability to the right IT owner. Faster remediation helps enable Prime to focus on their mission of delivering people the medicine they need.

“ServiceNow gives us a structured, efficient way of eliminating vulnerabilities. We fix things more quickly and nothing slips between the cracks.”

Cameron Kracke
Senior Director, Information Security Operations
Prime Therapeutics
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Healthcare Solutions from ServiceNow

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