Transforming at the Speed of Change

Achieve an efficient, engaging, and automated workflow throughout your workspace with a One Workflow Platform Strategy
The Opportunity is “Now”: Companies are noting the benefits of consolidation.

Most executives are intensively exploring consolidation, standardization, and the types of practices and dynamics they need to implement to drive a positive business outcome. Historically, standardization has been one of the fastest ways to increase return on investment. After the last two economic recessions, many IT leadership teams have taken advantage of working with their business partners to improve the customer experience, drive product innovation, and make plans to automate dynamic workflows and processes. In this cycle, the successful ones will be those who focus on tool and platform integrations to accelerate business outcomes.

Enterprises need to do more with less. But how do we maximize our existing staff and reduce operating expenses, while still pushing for faster business outcomes? The answer comes in automating workflows across every business discipline and every business function.

That’s where ServiceNow comes into play.
Streamline your business by leveraging AI through hyperautomation.

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Companies are focused on delivering great customer and employee experiences, and behind every great experience is a great workflow. As enterprises continue on their digital transformation journey, there is a tremendous need to adapt and implement tools that will help connect the distributed departments. One way is leveraging hyperautomation in their operations, which will not only help them drive better efficiencies but also meet the ever-increasing needs of their end customer.

The Now Platform integrates with any systems, tools, platforms, or data sources to provide a single, streamlined way to manage your service delivery requirements — eliminating inefficiencies and reducing employee burnout. That’s what we call the smarter way to workflow.

With ServiceNow you can:

- Accelerate digital transformation to drive speed to market
- Reduce cost complexity and drive standardization
- Create a partnership for success between IT and lines of business by using common platform practices
- Build apps fast
- Scale apps without sprawl
- Give users a unified experience

When work flows naturally, great experiences follow.

“Today, the CIO’s mission is to power digital transformation in every department at their organization.”

— Martin Barclay, Product Marketing Director for Now Platform, ServiceNow
The playbook for scaling with ServiceNow with App Engine:

**Step 1**
Get some quick big wins. Find a business-critical process that is managed in email, spreadsheets, or paper, then use ServiceNow App Engine to build a digital workflow. Repeat. That should spark inbound demand from the business and change the relationship from push to pull.

**Step 2**
Building a center of excellence (COE). Early successes will lead to inbound demand. Through a center of excellence, you can begin outlining core competencies and scaling the output from the IT team. A COE helps divert many of the routine requests, freeing up your core app dev team to do higher-value work more rapidly. This is where you start to see early growth.

**Step 3**
Empower citizen developers. As the COE builds best practices, you can then enable lines of business with App Engine to build the easy stuff. Many simple workflows can be automated by the practitioners who will be interacting with them the most, leaving your developers to focus on the more complex applications that drive higher business value.
Introducing Hyperautomation:
The best way to utilize business platforms.

Hyperautomation uses technologies like AI, RPA, and process mining to automate as many work-based processes as possible.

Using the Now platform, development teams can alleviate many common tasks with automated digital workflow.

Hyperautomation brings extreme business value. It reduces costs, delivers greater output, and optimizes processes to boost efficiency. This means that anyone without any technical skills can do this, minimizing the need for an IT department or fancy coding. Now, automation is accessible to the masses. This is what makes ServiceNow so special: it is easy AND accessible. It comes with pre-packaged workflows and creates custom workflows. All you have to do is plug it in. ServiceNow has all your solutions in one platform.

Top 3 reasons your business needs hyperautomation:

1. Increased productivity
   Automation reduces the costs of repetitive, manual work, like spreadsheet data entry and date movement between systems.

2. Smarter decisions
   With built-in intelligence, an end-to-end approach to automation leads to a continual improvement cycle, looking at where lack of optimization is and always improve, all with less risk.

3. Workflow efficiency
   ServiceNow is the Complete Toolbox. Automation is not new, but what is new is that it is accessible. From virtual agents to robotic process automation, there is automation technology for every challenge.
Automate every step of the workflow process for a streamlined business.

Now more than ever, automation is key to streamlining your company. But to do this, you need the right infrastructure. For a deeper exploration of ServiceNow Creator Workflows and automation tools, we recommend reading the following documents:

***Creator Workflows Solutions Page***
Create intuitive experiences users love. Enable cross-enterprise, low-code apps that safely deliver agile services at scale.

***The race for great apps***
Low-Code app development is helping remove backlogs so companies can accelerate the transformation of business processes into digital workflow.

***Application development without the sprawl***
Enterprise architects are in a constant fight against application, data, and cloud sprawl, balancing the value of new ideas and technology with the burden of keeping them all optimized.