Performance Analytics: The blueprint for success

Cost savings
- Immediate value: Gain access to out-of-the-box KPIs and dashboards precisely tuned for your ServiceNow applications.
- Quick deployment: Implement without integration and modeling efforts to see results in weeks instead of months or years.
- Increase automation: Uncover and remove the tedious, repetitive work from your organization.

Time savings
- In-platform access: Stop maintaining manual spreadsheets and complicated ETL processes with automated data collection.
- On-demand answers: Instantly answer questions and drill into results with intuitive, self-service analysis.
- Embedded analytics: Natively surface answers and provide intelligent guidance within existing workflows.

Improved performance
- Real-time visibility: Act on current data instead of waiting for next week’s status report presentation.
- Absolute focus: Clearly highlight and prioritize the most important work for your teams with sophisticated Spotlight rankings.
- Connected objectives: Connect executive-level goals to metrics that service owners and front-line workers can influence and affect every day.

Increased service catalog consumption: 200%

Decreased risk
- No surprises: Receive alerts for unusual activity so you can proactively address issues and maintain SLA compliance.
- Future visibility: Stay a step ahead with forecasts that accurately predict upcoming results and reveal when you’ll achieve your goals.
- Native security: Keep your data secure within the platform and protect record-level information using existing security permissions.

Clear decision-making
- Trusted data: Provide a single source of truth and stop questioning the validity of ad-hoc spreadsheets and anecdotal information.
- Complete transparency: Read between the lines by extracting trends and patterns from words and phrases in unstructured text fields.
- Essential perspective: Give each stakeholder the exact views they need to act with confidence, from anywhere, on any device.

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