Performance Analytics: The blueprint for success

Using Performance Analytics to monitor how a process is behaving, if, when, and how you should iterate, and if other optimization attempts have been successful or not—that’s the definition of success for us. And, that’s why we put Performance Analytics on everything.

Cost savings
$5M saved on a single enterprise rollout project

Immediate value
Gain access to out-of-the-box KPIs and dashboards precisely tuned for your ServiceNow applications

Quick deployment
Implement without integration and see results in weeks instead of months or years

Increase automation
Uncover and remove the tedious, repetitive work from your organization

Time savings
320 hours recovered per month in manual reporting

In-platform access
Stop maintaining manual spreadsheets and complicated ETL processes with automated data collection

On-demand answers
Quickly 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
200% increase in service catalog consumption

Real-time visibility
As in current state instead of waiting for next week’s status report presentation

Machine 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

Decreased risk
60% reduction in critical incident response time

No surprises
Reduce risk for casual activity since you can proactively address issues and monitor SLA compliance

Future visibility
Stay ahead of changes with features that accurately predict upcoming results and ensure you meet your goals

Native security
Keep your data secure within the platform and protect record-level information using existing security permissions

Clear decision-making
111% ROI after increasing access to analytics by 20x

Trusted data
Provide a single source of truth and stop questioning the validity of manually assembled spreadsheets and unverified information

Complete transparency
Recognize trends and patterns from unstructured text and 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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