

# The Total Economic Impact™ of ServiceNow Risk And Compliance

servicenow™

## Three-year financial impact

**235%**  
ROI

**< 6**  
Month  
payback

**\$8.6M**  
NPV

Source: Forrester TEI for Risk and Compliance study

Organizations must focus on improving risk visibility, aligning GRC efforts to business priorities, and delivering forward-looking insights to act quickly and decisively.

### Efficiencies and Advancements

- Compliance testing and reporting up to 75% faster through automation
- Modernized audit processes reduce audit trail time by 4 hours per quarter, per process saving \$739K over 3 years
- Accelerate vendor risk assessment time by 75%

- Risk management efforts reduced by 75% for frontline and 2<sup>nd</sup> line employees
- 40% faster response to disaster recovery and exercise management for critical business services saves \$2M over 3 years
- Up to 2 full time employees saved through productivity gains

“With ServiceNow BCM we are now effectively able to correlate the business needs with the IT capabilities [and] assess what’s critical to [our] business. We are able to simulate disaster and comprehensive recovery plan impact[s] in case of major disruption, which was something that we could not do before.”

- Service delivery & operations lead IT business continuity, pharmaceuticals

“With centralization of risk management tools and automation, we are able to leverage GRC to gain improved visibility on real time compliance, risks, and control management. It helped us make more effective decisions for investments and safeguard the business environment.”

- Chief information officer, financial services

Get the complete [Forrester TEI for Risk and Compliance study](#)

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