Interviewed healthcare organizations reported using ServiceNow to provide more efficient, automated, and effective service management capabilities to their caregiving operations, driving value by freeing up caregiver time and positioning them to best serve patients. IDC projects that these efficiencies and improvements in service management and care will yield significant value that will result in an average 5-year ROI of 390% for interviewed healthcare organizations.

**Key Results**

$586,000 in discounted 5-year benefits per 100 caregivers

390% 5-year ROI

8 months Payback period

**Customer Quote:**

“Across the board, ServiceNow is helping us optimize how we deliver care. We are using the staff we have to solve problems and not add additional headcount. ... Automation with ServiceNow is helping us do this.”

**Service Management Team Efficiencies with ServiceNow**

<table>
<thead>
<tr>
<th></th>
<th>Before/Without ServiceNow</th>
<th>With ServiceNow</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caregivers per ITSM FTE</td>
<td>31.9</td>
<td>42.1</td>
</tr>
<tr>
<td>32% more per FTE</td>
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**Impact on Caregiving and Healthcare Operations**

- **Productive time saved per year per physician**: 11 hours
- **Productive time saved per year per nurse**: 4 hours
- **HR impact, faster to full productivity, new employees**: 23%
- **Higher productivity, affected compliance teams**: 20%
- **Less staff time per service request**: 42%

**Other Key Service Management KPIs**

- **26% faster** to resolve incidents
- **24% more** incidents identified
- **26% faster** to handle per change
- **32% less** time to handle per problem
- **21% more** efficient helpdesk teams

**Message from the Sponsor**