Build a connected ecosystem with Service Bridge from ServiceNow

To grow enterprise B2B revenues and accelerate time to market, service providers need to integrate a complex ecosystem and offer amazing customer experiences.

Service Bridge connects multiple ServiceNow instances to provide seamless support and service experiences across your ecosystem—from enterprise customers to suppliers and system integrators.

More than 80% of the Fortune 500 already work with ServiceNow. When enterprise customers and partners already use ServiceNow, service providers can leverage Service Bridge to transform their ecosystem with a few simple steps.

Simplify your digital operations

Connect support and delivery workflows across enterprise customers, your customer and technical support teams, partners, and suppliers.

VALUE IMPACT ANALYSIS

Before

- ABOUT AN HOUR TO WALK THROUGH REGISTRATION WITH A CUSTOMER
- MINIMAL, REQUIRES SIMPLE REFRESH OF THE SERVICE CATALOG
- REDUCES ASSISTED SUPPORT INTERACTIONS BY UP TO 50%

- HIGH VOLUME OF ASSISTED SUPPORT INTERACTIONS
- INTEGRATION COSTS FOR EACH CHANGE TO THE SERVICE CATALOG
- ABOUT 8 WEEKS OR LONGER OF INTEGRATION EFFORT PER CUSTOMER

After

- Normal, requires a simple refresh of the Service Catalog
- SERVICE ASSETS SUPPORT INFORMATION UP TO 12X FASTER

- TIME TO REVENUE
- COSTS PER SERVICE CATALOG UPDATE
- COST TO SERVE

How it works

1. ServiceNow enables a connection between your ServiceNow instance and your enterprise customers’ and partners’ ServiceNow instances with a few simple steps.
2. Service provider partners respond to these requests, send service notifications when needed, and can refresh service catalogs at any time.
3. Enterprise customers log into their own ServiceNow instance to receive notifications from their service provider and make service and support requests.
4. Partners fulfill product, service, and support requests as needed with integrated workflows.
5. Swivel-chairing is no longer needed, making experiences more effortless and bringing operational efficiency to a new high.

DISCOVER HOW Servicenow CONNECTS YOUR Ecosystem TO DELIVER EMPOWERED EXPERIENCES, FUEL GROWTH AND ENABLE SCALABLE