Healthcare is in a state of transformation. To standardize and scale outcome-based care models, operational processes need updating. Digital transformation can provide the flexibility and efficiency to improve experiences for patients and staff alike.

By 2023, 70% of healthcare organizations’ attempts to scale value-based care models will fail unless they invest in data-driven governance, operations, and organizational infrastructure. 


ServiceNow unifies existing systems across your healthcare ecosystem on a single platform. It provides the connectivity and flexibility providers need to adapt to changing demands.

Silos, systems, and processes limit data visibility.

Manual processes and paperwork slow the movement of information.

Rigid legacy infrastructure makes it difficult to experiment with new tools or technology.

Point solutions add to operational complexities.

To affect large-scale change, providers need a solution that fixes their fragmented operating environment:

Improve patient experiences from end to end

Unify systems across the healthcare value chain—including EHR, billing, and compliance. Give everyone quick access to the data they need to respond to patients fast. Self-service portals and virtual agents make it easier to scale service.

ServiceNow improves operational performance to stay focused on patient care.

Empower clinicians and staff to work efficiently

Simplify the way work is orchestrated. Digitize workflows to automatically route tasks between different parties at the right time, eliminating bottlenecks. Give staff better visibility into patient information. Processes run more smoothly, leading to better patient experiences.

Leverage data more efficiently in a secure and compliant way

Advance providers’ digital transformation goals in a secure cloud-based environment, while keeping data security at the forefront. The Now Platform provides a single-pane view of security issues and vulnerabilities across the organization. Automated workflows and real-time visibility enable IT and security teams to move fast to remediate issues.

To make patient-centricity a reality, global healthcare CEOs say they are focused on patient experiences (74%), digitally enabled services (72%), and the quality of communications with patients (71%).

Source: KPMG, “Healthcare CEO Future Pulse,” 2021

Improve patient experiences from end to end

Source: Ponemon Institute, “Costs and consequences of gaps in vulnerability response,” 2019

Leverage data more efficiently in a secure and compliant way