ServiceNow connects your teams, workflows, and systems—all on a single, integrated platform.

You could deliver better service to your citizens, faster and more effectively, at lower costs. Here's how.

Your citizens want a consumer-style experience.
Your workforce wants smoother workflows.
Your IT needs to be simple and streamlined.
Your security and compliance need to be stronger.
Your citizens want better outcomes and a consumer-style experience.

**For example:** Too many government offices keep citizens standing in long lines before they can even talk to someone.

This matters because... Citizens get frustrated, time is wasted, tempers rise, and employees burn out. **But now**...

Citizen Service Portals give visitors an interactive, self-service opportunity to ask questions, get answers, and provide information that will make their encounters with staff faster and more efficient.
Your workforce wants faster onboarding and smoother workflows.

For example: Your office is still relying on outmoded manual processes to onboard new employees and to interact with citizens.

This matters because... It takes too long for your employees to get started on their new jobs, and once onboarded, they spend too much of their time collecting routine information rather than solving problems. But now...

Virtual Agent Chatbots provide a fast, easy, and secure way for your new employees to advance through the onboarding process—and for your citizens to ask routine questions or provide necessary information.
Your IT processes need to be simpler, streamlined, and integrated.

For example: Approvals—and so many other processes—still involve paper transactions.

This matters because collaboration and oversight get bogged down by the difficulty of sharing or accessing information. Approvals take too long, requests are hard to track, and solutions are delayed. But now...

ServiceNow Asset Management automates your IT asset lifecycle, with full visibility and digitized workflows that enable your teams to obtain approvals, issue chargebacks and provision services more rapidly.
Your security and compliance need to be stronger.

For example: Privacy and compliance concerns prevent you from making full use of the citizen data you collect.

This matters because there are insights buried in your data that could guide your decision-making and help you deliver better services—but not if it risks compromising the protections around citizen privacy. But now...

Real time analytics enable you to apply the full power of AI and machine learning to your data, while ensuring rigorous adherence to security and compliance regulations.
And that's just the beginning.

With ServiceNow, you can streamline operations. Break down silos. Free up innovation. And deliver for citizens and customers.

Learn more