Helping manufacturers
digitally transform and prosper

COVID-19 significantly accelerated the need for manufacturers to re-examine how they use technology. Over the last year, some companies underwent rapid transformations. Despite this, some are still struggling to adapt to the new environment. Change will continue, including unexpected ones, and manufacturers must adapt quickly.

Customer service management in manufacturing

As so much of the environment changes around them, manufacturers need to become more agile by digitizing their operations. Digitization in manufacturing leads to:

- Reduction in production and supply chain costs: 10–20%
- Improvement in working capital: 15–30%
- Increase in revenue solely from boosts to productivity: 6%

Automated, traceable, and connected process yields improved service efficiency, reduced downtime, a better customer experience, and a lower total cost of ownership (TPACO).

Digital transformation in manufacturing

Smart manufacturing, the Industrial Internet of Things (IIoT), and other Industry 4.0 advancements introduce new possibilities in manufacturing innovation and efficiency.

Collaborating with suppliers

Supply chain resiliency is generally a top-operational goal for manufacturers, meaning they need connected systems to ensure business continuity and remain competitive. Clients benefit when they improve supplier collaboration with ServiceNow:

- Improvement in working capital due to digitization: 15–30%
- Improve data quality: 40%
- Improve delivery performance: 10%

“They are using the Now Platform to provide a great user experience and also to be the glue to our legacy systems, and to make sure we have a holistic workflow experience.”
– Philip Hechtl, Head of AI and Digital Service Management, Siemens

Download the complete manufacturing book of knowledge.