The ServiceNow approach

What if we could connect systems, to make it easier to serve customers?

By streamlining your processes with workflows, everyone benefits from a smarter, smoother, simpler experience. You might even find it easier to serve customers.

Imagine if there was a single platform that could connect customers, in real time, to whatever they need.

The government of the Australian Northern Territory (NT) worked with ServiceNow to create a single platform for public and employee services.

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With ServiceNow

Enhanced employee experiences

• Decrease time spent on requests and resolution, and increase time spent doing valuable work.
• Ensure employees have the right information, at the right time, for the right job.
• Reduce human error.
• Build trust.

Make it simple. Make people happier.

By streamlining your processes with workflows, everyone benefits from a smarter, smoother, simpler experience. You might even find it easier to serve customers.

The ServiceNow approach

We help government agencies deliver services more efficiently, for everyone. We get it. Efficiency for customers can get you better outcomes, for everyone.

We also make it easier for departments to work together in service delivery teams. By connecting systems and data, everyone can be confident that the system of record is the same system of engagement. We help the whole of government to unite as one in the moments that matter.

With ServiceNow, leadership can create and share a single, joined-up experience. And make it easier to deliver services faster, so that they can spend more time doing meaningful work and focusing on customer outcomes.

How does it work?

Imagine if there was a single platform that could connect customers, in real time, to whatever they need.

The Northern Territory government worked with ServiceNow to create a single platform for public and employee services.

Make work flow better

• Boost productivity.
• Improve collaboration.
• Improve efficiency.
• Increase satisfaction.

This system could help your teams do more and serve more customers, faster. It could improve communication and reduce wait times, and make everyone’s job a little easier.

A better experience for all

When you streamline and automate your internal processes in a single, secure, and collaborative platform with ServiceNow, you can:

• Create an intelligent workflow. When you streamline and automate your internal processes in a single, secure, and collaborative platform, using things like the Now Platform, everyone benefits from a smarter, smoother, simpler experience. You might even find it easier to serve customers.

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