servicenow

The time to automate network inventory is now

Drive businesswide efficiency with renewed confidence in your ever-growing inventory data

Decades of telecommunications industry change has created an uphill battle when it comes to inventory management.

Rising customer expectations
Customer requirements are growing in complexity—and their expectations remain high. There's no room for frustrating lag time in service delivery.

Expanding technology & ecosystems
Current-state networks are fragmented, which makes automation nearly impossible. And service providers often face inaccurate data and siloed inventory management processes.

Emerging use cases & services
5G is fueling demand for new services that require investments in bandwidth and latency. And industry-specific use cases only add complexity to network requirements.

Communications service providers (CSPs) need to act fast—embracing automation and gaining an accurate network view from which to innovate, expand, and deliver the services customers demand.

And it starts with a holistic network inventory management strategy.
Although the task may seem daunting, the outcome will never disappoint. Imagine the day when CSPs can:
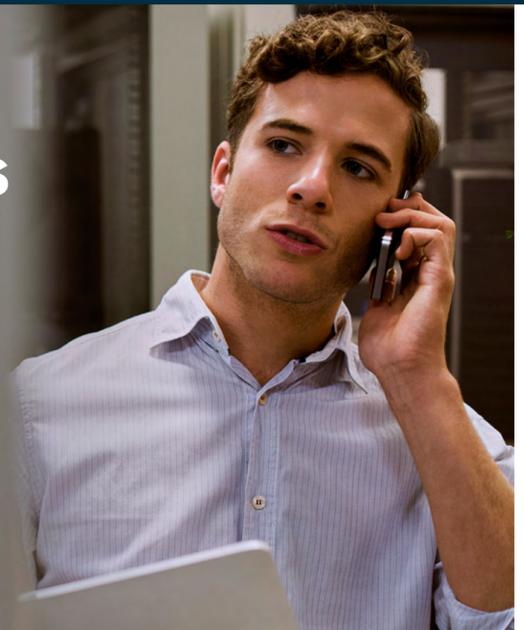
1 **TRUST** WHAT AND WHERE RESOURCES ARE

2 **CONNECT** YOUR INVENTORY TO RESOURCES AND SERVICES

3 **STREAMLINE** AND SHARE LIFECYCLE INFORMATION ACROSS FUNCTIONAL TEAMS

Telecommunications Network Inventory

With the help of ServiceNow, your ability to differentiate just got easier. Telecommunications Network Inventory gives CSPs a platform approach to automate their business and enable real-time, customized service delivery—to even more customers.

Customers want to ...

Service provider teams can ...

Customers want to ...	CARE	ENGINEERING	FINANCE
PLACE AN ORDER	Easily orchestrate orders	Activate & deliver in real time	Invoice on time
ADD NEW SERVICES	Delight customers	Deploy equipment quickly	Accurately invoice & track lifecycle information
SERVICE NEW GEOGRAPHIC REGIONS	See up-to-date coverage maps	Plan, build, & operate	Adhere to local regulations
PROACTIVE ISSUE RESOLUTION	Keep customers informed	Quickly identify & act	Retain customers

With ServiceNow, CSPs improve their service levels today, while building a solid foundation for the future. Telecommunications Network Inventory is one platform to easily manage network resources and rapidly deploy services.

Take the first step in giving your customers and functional teams exactly what they want—by rethinking your network inventory strategy to maximize existing resources and drive business agility.

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