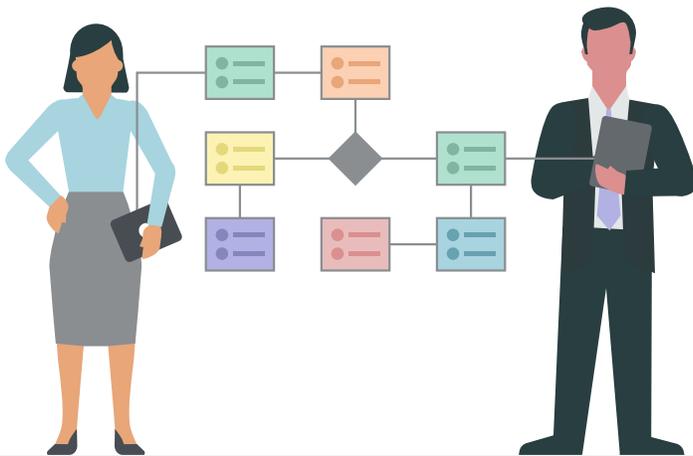


You could be improving customer satisfaction while streamlining operations and lowering your costs. Here's how. ....



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

How does that help you with the problems that matter?

- Your customers want faster answers
- Your workforce wants smoother workflows
- Your business operations need to be streamlined
- Your security and compliance need to be robust



# Your customers want faster answers and a consistent experience.

**For example:** It takes too long for customers to get basic information about their accounts.



This matters because . . . . .

. . . . . Customers today expect frictionless interactions and quick information. Whether the subject is claims status, billing, or renewals, if you keep them waiting, you risk undercutting their loyalty and losing their business. **But now** . . . . .



**Self-service portals give customers an interactive opportunity to ask questions and get answers on their own. And when they do speak to an agent, your integrated systems provide the visibility that your agent needs to find the answers quickly.**



Your customers

Your operations

Your security



## Your workforce wants smoother workflows.

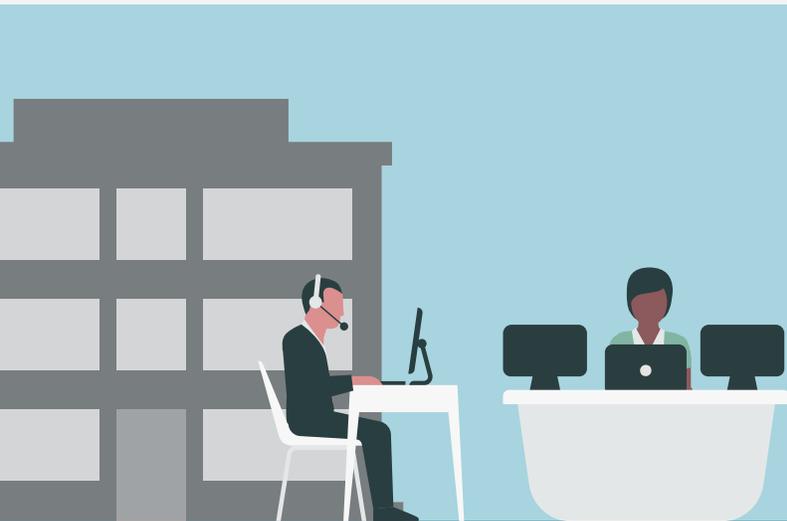
**For example:** Your agents find the onboarding experience complicated and time-consuming.



This matters because . . . . .



. . . . . You need to be able to hire and train agents and brokers quickly. A disconnected, protracted onboarding experience is frustrating for them and costly for you. **But now** . . . . .



A digitized onboarding experience gives every new agent and broker a fast and easy way to get established on your system—including licencing, education, and other HR processing.



Your customers

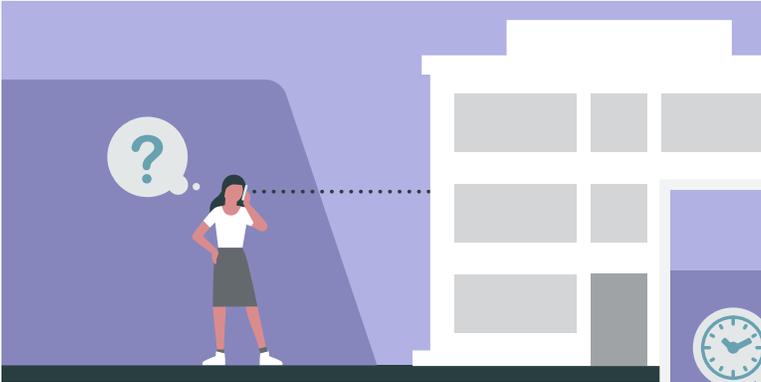
Your workforce

Your security



# Your business operations need to be better streamlined.

**For example:** Claims adjudications get bogged down in multi-point reviews and manual processes.



This matters because . . . . .



. . . . . Lengthy and complicated claim reviews and antiquated middle-office operations increase your costs and frustrate your customers. **But now** . . . . .



You can digitize your workflows and unify all your core processing systems to accelerate the resolution of claims. Identify, assign, track, and resolve issues fast.



Your customers

Your workforce

Your operations



## Your security and compliance need to be robust.

**For example:** Your operations need to be prepared to handle cyber threats and other disruptions.



This matters because .....



..... Critical business services, such as first notice of loss or claims resolution, need to remain operational even—or especially—when crises arise.

**But now** .....



**ServiceNow integrates risk management across your organization; embeds key regulations; and automates the response to cyber threats and risks to help ensure that key business services remain operational.**





And that's just the beginning.



With ServiceNow, you can streamline operations. Break down silos. Free up innovation. **And provide better satisfaction to your customers.**

[Learn more](#)