You automated the factory floor. Now, it’s time for everything else.

**Factory Floor**

Maximize productivity and reduce waste. Automate repetitive tasks to speed up cumbersome processes and achieve higher revenues against lower costs.

Mitigate risks to safety and security. Ensure a clear line of sight into threats to keep both production and people safe and secure.

Tear down data silos. Secure access to companywide data for meaningful insights and better decision-making.

Focus on quality. Identify self-correct production line errors in the field quickly to reduce defects, improve your output and achieve continuous improvement.

Feedback for Ongoing Improvements

Outcomes of Good Customer Service:
- Customer loyalty
- New revenue streams from selling services
- New product ideas from customer feedback

Outcomes of Bad Customer Service:
- Declining market share
- Increase in product returns
- Hits to company reputation

Manufacturers understand the power of automation better than anyone. But even as machinery become automated, too many administrative tasks and operational processes are still painfully manual.

It’s time for that to change.

**Research & Development**

Don’t let clunky, unclear processes slow ideation or delay product launches. Connect your R&D stakeholders to a clear, visible process to get innovative, new products to market on schedule.

**Supply Chain**

Supply chain problems can kill profitability and eat up time. Get a 10,000-foot view to find and solve problems before they happen. Then, automate common activities (like part ordering) to improve productivity.

**Information Technology**

IT and operations data shouldn’t live in silos. Integrate these systems without compromising security to give both sides the information they need to act and solve common challenges.

**Factory Floor**

Onboard new employees quickly. Ensure everyone has the proper access, information and equipment to do their jobs, with no unnecessary delays.

With ServiceNow, manufacturers can automate and simplify processes across the entire operation. For more information, or to schedule a demo, visit servicenow.com.