

Automate and Optimize IT Service Operations

Revolutionize IT to ignite productivity and delight your employees, while resolving issues fast with built-in Artificial Intelligence (AI)

Every organization strives for reliable employee and customer experiences. However, disparate data, processes and a lack of visibility leaves IT teams and engineering productivity strangled—reducing innovation, slowing issue resolutions, and ultimately leading to poor employee satisfaction and higher costs.

ServiceNow's unified cloud platform harnesses the most trusted IT service workflows—ServiceNow® IT Service Management (ITSM), ServiceNow® IT Operations Management (ITOM), ServiceNow® DevOps, and ServiceNow® IntegrationHub—helping you consolidate to a single platform for IT. You can significantly augment your IT staff and improve decision making that makes your agents want to work while employees self-solve 24/7. With a cutting edge IT solution that is evolving to support the growth of business, customers are seeing 229% return on investment (ROI) in just seven months.¹

Advantages of ServiceNow across the enterprise



Revolutionize IT to drive productivity and delight employees

Legacy on-premises IT admin tools are expensive and cumbersome to use. When you consolidate on the Now Platform®, you harness shared data from services, operations, and development, saving \$6 million in infrastructure costs.²

Energize IT with AI-powered automation to self-heal and resolve issues fast

Reduce call volumes, deflect issues and ignite agent productivity with AI-powered virtual agents that understand simple, human language. Prevent and resolve high-impact incidents with predictive AIOps. With remaining issues, agents get AI-assisted recommendations for quick resolutions, increasing IT productivity.

Optimize service operations to drive maximum resource utilization

Speed up automation and innovation while driving down costs with a single workspace for your service teams and vendors to take corrective action. Remove the burden of manual tasks and streamline processes to deliver optimal services to your employees.



Oshkosh

- [Oshkosh](#) drives enterprise-wide service delivery with \$3M saved in license, maintenance, and hardware costs
- 8K IT hours saved through business process improvements

University of Maryland

- With ServiceNow ITSM Professional, [University of Maryland](#) delivers a great IT self-service experience and responsive support for staff and students
- 75% reduction in incident resolution times
- 66% reduction in incorrectly routed incidents

Accenture

- With ServiceNow ITSM and ITOM [Accenture](#) provides transparency and control across their services, applications and infrastructure
- 41% reduction in MTTR
- 90% reduction in time from event to ticket creation

DNB

- With ServiceNow, [DNB](#) created an 'auditable DevOps' solution with improved insight into the delivery process
- Developers stay in their tools
- 10 hours per week saved for the development team

Don't just take our word—Check out our [customer success stories](#) (filter by industry, geography, or solution).

How to automate and optimize IT service operations

Break down IT barriers

On-prem legacy solutions slow down IT and greatly limit the ability to track valuable operations data or integrate between disparate data sources. Ditch those old IT tools and bust silos to deliver intuitive experiences that simplify how work gets done and delight your employees. With a single IT platform for automation, you can:

- Assign, track and resolve issues fast so IT can restore services at speed and minimize outages and service disruptions
- Reduce risk and improve governance as you automatically assess the impact of change activities across IT

Ignite service and operations team productivity

Siloed and scattered data makes it nearly impossible to make informed decisions or deliver services with efficiency. By bringing all your data together in one place, you can give IT the information and context to enable data-driven decisions and deliver better and faster services with:

- Mobile Agent, AI-assisted recommendations, and AI-powered virtual agents that deflect tickets and reduce call volume
- A central dashboard to track performance and continually improve services while also leveraging a single destination to optimize the performance of your teams and your services portfolio

AI-powered self-service

More than ever in today's digital world, employees want fast service and speedy resolutions, wherever they are. This becomes possible with AI so that:

- Employees self-resolve issues 24/7, raise questions, and get the information they need from any device
- The IT staff get assistance and recommendations in resolving issues fast and focusing on more strategic priorities.

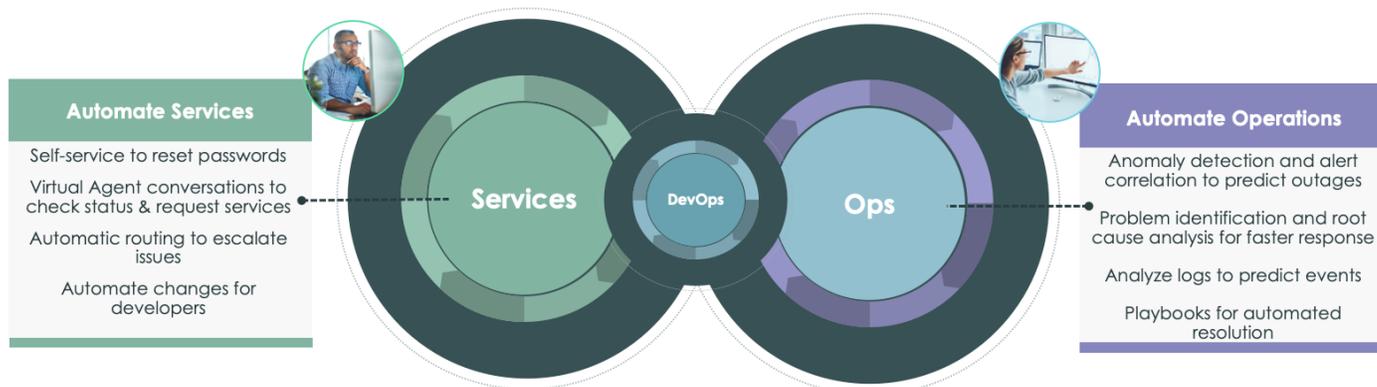
Resolve and prevent employee and machine generated incidents with AI

IT cannot get ahead of the business fast enough when there is a flood of incidents coming in and no way to prevent or resolve them quickly. With the help of AI, IT organizations proactively reduce and prevent business critical issues in two key ways:

- Chatbots help employees resolve issues quickly on their own without having to open a ticket or speak to a live agent, increasing employee satisfaction by 25 points
- The services and operations team uses Predictive AIOps to proactively prevent and resolve issues. Your teams can automate remediation and root cause analysis, and gain predictive insights quickly. They are not required to be familiar with every possible known issue or take special training

Example: AI-powered service operations

AI powers IT to predict, prevent, and deflect incidents



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