Accelerating transformation in highly regulated markets
Organizations of every size and type are embracing digital transformation.

But public sector agencies and businesses in highly regulated industries face unique challenges along the way.

The world of enterprise technology is growing at a rapid pace. New technologies seem to emerge daily – many that can make work better for organizations and the people they serve.

However, not every new technology is a good fit for organizations in highly regulated markets. Some are not built to accommodate compliance requirements. Others may unintentionally introduce new vulnerabilities.

In highly regulated markets, security and compliance are paramount. There can be no tradeoffs. But this shouldn’t stifle digital transformation efforts.

ServiceNow and Microsoft Azure for the public sector

Government agencies across the globe look to ServiceNow as a strategic partner to modernize their IT infrastructure and accelerate their use of modern technology. With ServiceNow available through Azure Government, public sector agencies will be able to leverage the compliance coverage across regulatory standards available through Azure.

Azure Government was built specifically to address the capabilities, performance and compliance needs of U.S. government customers and their partners. Azure Government enables innovation with integrated cloud services, data and advanced analytics, and an open application platform that provides the building blocks to rapidly develop, deploy and manage intelligent solutions.
ServiceNow and Microsoft: Partnering to support a secure and compliant digital transformation effort

Microsoft and ServiceNow understand the challenges facing highly regulated industries, especially in the healthcare, financial and public sectors. Both companies have served these customers for years.

- **ServiceNow** offers digital workflows that allow these organizations to connect disparate systems and automate key tasks. The [Now Platform®](#) drives huge improvements in customer service, IT and employee engagement.

- **Microsoft’s Azure Cloud** helps these organizations innovate through deeply integrated cloud services and advanced analytics – alongside the most comprehensive set of compliance offerings of any cloud service provider.

This alliance brings together two core strategic platform providers to help customers transform old, manual ways of working into modern digital workflows. Through this partnership, organizations will be able to use ServiceNow to power their digital transformation efforts, while tapping into Microsoft’s deep expertise in data protection, security and privacy.

With ServiceNow and Microsoft, organizations in these highly regulated industries can quickly and seamlessly transition to a trusted, cloud computing service delivery environment. Not only can they leverage the power of the cloud to become more efficient and responsive, they can do so while continuing to meet all necessary regulatory, security and compliance standards.
Fast: Leaping from legacy to modern user

Businesses in highly regulated industries sometimes struggle with speed and innovation. Strict regulations and requirements often limit the speed and extent to which they embrace transformative change.

Organizations can accelerate digital transformation by using the ServiceNow enterprise service delivery platform hosted securely in the secure Microsoft Azure to rapidly move into a trusted cloud computing service delivery environment with a touch of a button. Microsoft’s open application platform also provides the building blocks to rapidly develop, deploy and manage intelligent solutions.

Seamless: Working intuitively across siloed functions

Many businesses struggle to bridge the gap between siloed systems and departments. These siloes create challenges in coordinating across teams, which ultimately results in lost productivity and unnecessary risk.

ServiceNow and Microsoft already offer more than 20 integrations and joint solutions, making it easy to integrate and optimize across the two companies’ products and platforms – including the Now Platform®, Microsoft 365 and Azure. Today, customers can feel the power of the partnership through more intuitive and seamless workflows between enterprise-wide systems and teams.

Secure: Meeting strict security and compliance requirements

While many organizations have shifted to cloud-based solutions, some – especially those in highly regulated sectors where security is paramount – have been especially cautious due to unfounded or irrational concerns about data protection.

Organizations in highly regulated industries will be able to safely and securely apply the power of the cloud, with ServiceNow housed on Azure, which will include the most comprehensive set of compliance offerings. With a secure way to develop, deploy and manage intelligent solutions, these organizations will be able to accelerate their digital transformation, creating great experiences and unlocking productivity.
ServiceNow for highly regulated markets

ServiceNow gives businesses in highly regulated industries the tools they need to accelerate their digital transformations and drive new levels of insights and innovation. With one platform, organizations can modernize citizen, customer and employee experiences, streamline processes, and empower employees. Ultimately, this increases efficiency and unlocks productivity.