ServiceNow and Microsoft: Accelerating digital transformation for highly regulated industries

The Now Platform® runs on Microsoft Azure, our trusted cloud. This enables organizations in highly regulated industries to improve experiences for the people they serve, while maintaining security, compliance, and reliability.

Overcoming the digital transformation dilemma

Organizations in highly regulated industries must navigate rising and competing expectations. The people they serve expect modern, personalized, engaging experiences. Often, the standards are set by consumer brands or startups that do not face the same challenges or need for scalability that organizations in highly regulated industries do.

Digital transformation is no longer an option but an imperative. To do so, undergoing transformations in your infrastructure, processes, and organization overall is no small feat. Achieving this in a compliant, secure, and expedient manner isn’t easy. Especially, in that new technology isn’t always built with compliance in mind for regulated industries. Organizations in highly regulated industries must protect data privacy and security while meeting their strict compliance requirements.

This is particularly evident as government agencies, healthcare organizations, and financial institutions begin moving more workloads to the cloud. Cloud investments will accelerate transformation, but security, compliance, and reliability must remain at the forefront.

One platform to power digital transformation in highly regulated industries

With one platform, ServiceNow® powers digital transformation for highly regulated industries. Using the power of the Now Platform, you can integrate your existing infrastructure, gaining a single view. Then, our digital workflows enable you to streamline and automate important processes throughout your organization.

Our partnership with Microsoft enhances this effort, bringing convenient integrations with tools you already know and use. Microsoft also offers a trusted cloud platform built to meet the needs of organizations in regulated markets—Microsoft Azure.

Ultimately, this enables you to accelerate your digital transformation—while safeguarding data and meeting your compliance requirements.

The digital transformation imperative in financial services

97% of financial institutions are in the middle of a digital transformation.1

Leading financial institutions—from banks to insurance companies to wealth management firms—are embracing (and investing in) widespread change.

Much of the industry’s digital transformation to date has focused on innovation through front office engagement channels. While this is an important step in delivering consumer-grade experiences, it alone isn’t enough.

Most of that experience (roughly 80%) lies in the middle and back office where servicing processes are still often disconnected. Disjointed workflow technologies, fragmented legacy infrastructure, and manual processes impede the transformation toward coherent customer journeys. By connecting business operations front to back, financial institutions can accelerate transformation initiatives and deliver consistent, secure experiences.

Learn more about how financial institutions can accelerate digital transformation in our ebook.

GET EBOOK

Learn more about ServiceNow solutions for financial institutions.

Enhancing service delivery for your stakeholders

With the Now Platform and ServiceNow customer workflows, organizations in regulated industries can digitize service delivery workflows to create seamless and modern experiences.

ServiceNow Customer Service Management (CSM) goes beyond traditional solutions to elevate your customer service from issue to resolution. With CSM, you can solve customer problems by bringing front, middle, and back offices together, proactively addressing customer issues, and instantly handling common customer requests.

Improving workforce experiences and productivity

ServiceNow employee workflows reduce the administrative burden on your workforce, improving their experiences while enhancing productivity.

ServiceNow HR Service Delivery increases employee satisfaction by making it easy for employees to stay connected and get the services they need with omnichannel experiences and mobile apps. It also enables organizations to manage lifecycle events, like onboarding and departures, across multiple departments. Ultimately, you increase efficiency and gain full visibility of end-to-end processes.

ServiceNow Virtual Agent brings AI to regulated industries. Your workforce can use simple, everyday language to automatically resolve common requests or find answers to frequently asked questions. Our integration with Microsoft Teams supercharges ServiceNow Virtual Agent. Employees can automate and streamline common requests, but still address escalated issues in an environment they’re already comfortable in—Microsoft Teams.

Protecting and securing your data

ServiceNow supports organizations in regulated industries in their data security and risk management efforts.

ServiceNow Security Operations (SecOps) gives organizations the tools they need to prioritize and remediate vulnerabilities and security incidents faster. With this tool, organizations unify data and processes across IT, security, and risk teams, and improve automation and orchestration of security responses. The integration between SecOps and Microsoft’s Security Solutions enables organizations to manage security risks in a single platform that connects multiple security providers. Bringing together insights from Microsoft Azure Sentinel and other Microsoft products, teams can prioritize risk and focus on those that are most critical.

ServiceNow Governance, Risk, and Compliance (GRC) transforms inefficient processes across your extended enterprise into an integrated risk program. Through continuous monitoring and automation, ServiceNow delivers a real-time view of compliance and risk, improves decision-making, and increases performance across your organization and with vendors. This improves audit ability and reduces the cost of compliance.

Modernizing your approach to IT

ServiceNow enables organizations to modernize their IT infrastructure and processes to enhance connectivity and improve interactions.

ServiceNow IT Service Management (ITSM) helps you consolidate legacy systems to elevate the service experience, increase productivity, and achieve new insights.

ServiceNow IT Business Management (ITBM) enables organizations to align their work to key priorities, optimize resources, and reduce time to market.

ServiceNow IT Operations Management (ITOM) helps you gain visibility into your operations footprint, manage IT service health, and optimize delivery and spend. And, with our ITOM and Azure integration, you can achieve unified visibility over your entire IT environment, including full control over your cloud infrastructure resources.

ServiceNow DevOps enables organizations to speed up software development and deployment by reducing time spent on administrative tasks. Our integration with Microsoft Azure DevOps means you can deliver new products, features, and services even faster.
Delivering a secure and compliant cloud

Organizations in regulated industries want the benefits of the cloud. Moving workloads from on-prem environments improves experiences for their workforce and the people they serve. However, they need to protect data, ensure compliance, and maintain availability.

With ServiceNow, organizations in regulated industries access a trusted cloud, built on Microsoft Azure, to propel their digital transformations. This enables organizations in regulated industries to move mission-critical workloads to the cloud in a way that is secure, compliant, and reliable.

Secure

Because your data security is paramount to us, ServiceNow has engineered our cloud services for data security. Each new release of the Now Platform contains new security properties. We’re also committed to giving you full control over your data. We adhere to one of the broadest portfolios of industry standards, and we comply with new digital privacy and safety mandates as they evolve.

Our cloud partner for regulated industries, Microsoft Azure, shares our commitment to privacy and security. Azure is built on leading security technologies to help organizations manage and control user identity and access, which are central elements in securing your environment. Privacy, encryption, and permission management are core to our shared approach.

Compliant

Every year, ServiceNow is rigorously audited by independent third-party companies and government bodies to prove that we comply with various global and regional standards. ServiceNow also has a dedicated audit, risk, and compliance (ARC) team responsible for a number of governance and compliance efforts across the organization, including managing our compliance program.

Microsoft Azure shares this commitment to compliance. Azure has more than 90 compliance certifications, including over 50 specific to global regions and countries, and 35 compliance offerings specific to the needs of key industries.

Reliable

ServiceNow is committed to providing cloud services that are always highly available, with built-in redundancy across all network and server infrastructure. All customer instances are individually provisioned on advanced multi-instance architecture to ensure that there is no comingle of customer data. Data centers are arranged in pairs providing near-instant transfer from one data center to another, providing Advanced High Availability for all customer production instances.

Azure is also committed to providing reliability. Azure is the first hyperscale cloud provider to be certified under ISO-22301, the first international standard to demonstrate the ability to prevent, mitigate, respond to, and recover from disruptive incidents. Azure uptime, expressed as a rolling 12-month average to June 2019 was 99.996%, or approximately 26 minutes of downtime per year.

Unlocking digital transformation in regulated industries

ServiceNow and Microsoft unlock the power of true digital transformation for organizations in regulated industries. We offer the Now Platform, augmented by our powerful Microsoft integrations, and running on a trusted ServiceNow cloud built on Azure. This integrated solution gives you a powerful engine to transform experiences for your stakeholders while protecting security and staying compliant.

About ServiceNow for regulated industries
ServiceNow enables organizations in regulated industries to embrace digital transformation and the cloud. With one platform, organizations can deliver seamless, modern experiences and improve workforce efficiency, while upholding data security and meeting compliance standards.

About Microsoft
Microsoft enables digital transformation for the era of an intelligent cloud and an intelligent edge. Its mission is to empower every person and every organization on the planet to achieve more.

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