To meet the needs of today’s digital business, IT organizations need to deliver fast and personal services at scale, while also constantly meeting any challenges that arise. You need immediate awareness of potential hurdles, and the agility to rapidly adapt and respond to whatever is thrown your way. IT teams need access to complete and relevant data to solve problems and support strategic decision making. Employees want to get answers to their common questions without bogging down service teams.

ServiceNow IT Service Management Professional (ITSM Pro), ServiceNow IT Service Management Professional Plus (ITSM Pro+), and ServiceNow IT Service Management Enterprise (ITSM Enterprise) build on ServiceNow’s market-leading IT Service Management solution with powerful automation capabilities that turbocharge your digital transformation. With ServiceNow ITSM and the Now Platform as your foundation, you stop wasting your money and automate technology workflows on our single cloud platform, harnessing shared data and analytics. Reach your multilingual customers in 22 provided languages and translate your content at scale with configurable Localization Framework application.

ITSM Pro, ITSM Pro+ and ITSM Enterprise include the power of ITSM Standard, speeding up everyday work with more automation and delivering smart, responsive IT services. It improves your IT productivity by over 20% with structured machine learning that automates routine tasks, and provides real-time visibility into your teams and processes for increased efficiency and cost savings. You can also elevate the employee experience with built-in machine learning and AI-powered chatbots.

**Upgrade to drive greater ROI for your business**

**ITSM Standard**

- Incident Management
- Problem Management
- Change Management
- Release Management
- Request Management
- Virtual Agent Lite
- Asset and Cost Management
- Walk-up Experience
- Service Operations Workspace
- Digital Portfolio Management
- All Now Platform capabilities

**ITSM Pro / ITSM Pro+**

ITSM Standard combined with

- Virtual Agent with NLU
- Performance Analytics
- Predictive Intelligence
- Continual Improvement
- Vendor Manager Workspace
- Dynamic Translation
- Amazon Connect/Teams and Slack integration
- Virtual Agent Optimize (managed service for Virtual Agent only included with ITSM Pro+)

**ITSM Pro combined with**

- Workforce Optimization
- Process Optimization

**University of Maryland**

- 25% fewer incidents help employees get answers faster
- 66% reduction in incorrectly routed incidents due to Predictive Intelligence

**Novant Health**

- 28 hours of redundant support work eliminated per week creating more time for patient care
- 50% reduction in workload due to self-service

**Accenture**

- 1.2K hours of monthly triage savings, enabling IT to focus on more value-add work
- 1,000 incidents auto-assigned daily and with 80% accuracy

**MGM**

- 2x increase in agent productivity while transforming their IT service desk
- 5-second response time for live agent chat

**Projected ITSM Enterprise savings**

- Anticipated 104 hours saved per agent on scheduling each year
- Expected 4 weeks reduction on time spent on manual processes per year

Check out our ITSM customer success stories (filter by industry, geography, or solution).
Accelerate issue resolutions and ignite agent productivity with platform-native AI

Virtual Agent with NLU

Deflect incidents and self-solve problems immediately and efficiently

Get instant resolution to repetitive IT service tasks and requests via Virtual Agent—an automated, conversational chatbot that understands natural human language. Virtual Agent provides customers and employees with 24/7 self-service, freeing IT staff to work on more meaningful tasks and allowing for greater scalability and smarter resource spend. Employees can now make requests in Amazon Connect, Slack, Facebook Workplace and Microsoft Teams messaging.

Predictive Intelligence

Work faster and smarter with built-in machine learning to resolve issues fast

Use Predictive Intelligence to automatically categorize and route issues to the right resolution team, while empowering technicians with AI-assisted answers for faster resolutions. Predictive Intelligence applies machine learning to historical request patterns, allowing it to become increasingly accurate in its predictive recommendations.

Dynamic Translation

Remove language barriers and translate text in real-time

Use Dynamic Translation to remove language barriers in delivering outstanding services to your employees. Dynamic translation is part of the Now Platform and enables support staff to view/respond to foreign language queries in their own native language with the click of a button. Enable your support staff to scale globally without the need for having native language speakers on shift.

Virtual Agent Optimize

ServiceNow experts will provide an end-to-end white glove service to identify, implement and optimize Virtual Agent conversations. This is included with the ITSM Pro+ package.

Drive IT service excellence with real-time data into your services portfolio and vendor services

Performance Analytics

See trends, prioritize resources, and drive service improvements

Enable stakeholders—workers, owners, and executives—responsible for service delivery to make smarter, real-time decisions with Performance Analytics. Use data visualizations to anticipate trends, prioritize resources, and drive IT alignment with business goals.

Vendor Manager Workspace

Optimize and track vendor performance automatically from a single destination

Track and analyze vendor performance from a single destination with Vendor Manager Workspace. Get consolidated insights to make smarter decisions that maximize value for your organization.
Continually optimize the performance of your people and processes with built-in analytics

**Process Optimization**
*Maximize efficiency, identify bottlenecks and streamline work across IT*

Uncover process bottlenecks, weak spots, and find areas for optimization potential for proactive process assessment and continual optimization of ITSM. Eliminate inefficient and costly variants from core processes via native process mining of your data resulting in intelligent streamlines to your IT processes.

**Workforce Optimization**
*Maximize your teams’ performance, scheduling and career growth*

Optimize schedules, time-off requests, and learning paths with an intuitive omnichannel interface to maximize your teams’ performance in real-time. Ensure you always have the right staff on hand so managers can not only focus on better work-life balance but also on sharpening team skills with integrated coaching and training.

**Continual Improvement Management**
*Manage improvements from initial idea through delivery with a structured framework*

Manage improvements from initial idea through delivery with a structured framework that drives organization-wide service excellence. Align your data, people, and business goals to empower the organization to achieve continual improvement in a repeatable manner.

**Continuing learning**

**Customer Success Center**
Customer Success Center (CSC) is the one place to find the most insightful tools, content, and resources to support your objectives and get to your desired outcomes faster. CSC’s resources were created by ServiceNow experts and show you:

- How to overcome common obstacles in your ServiceNow journey
- Proven activities to accelerate and increase the value you get from ServiceNow
- Access to the Success Navigator, Value Calculators, and best practices

**ServiceNow Global Services**
ServiceNow Global Services is comprised of both ServiceNow Professional Services and ServiceNow Education Services. This is the “secret sauce” that drives business transformation and allows you to thrive and achieve your business goals.

Visit ServiceNow ITSM product page to learn more.

Visit the Automate & Optimize page to learn how you can reimagine your technology services by combining IT service and operations.