ServiceNow ITSM Pro and Enterprise overview

Turbocharge your digital transformation with the most powerful cloud platform for ITSM

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) 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 IT workflows on our single cloud platform, harnessing shared data and analytics.

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 30% 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

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ITSM Pro +

• Workforce Optimization
• Process Optimization

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

Source: 1, ServiceNow Business Value Consulting

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

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.

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

**Service Owner Workspace**

*Drive service excellence with full lifecycle visibility to manage services effectively.*

Track and analyze service performance using data from a host of ServiceNow and third-party applications in a consolidated view. Proactively solve service issues, lower costs, and deliver great service experiences with Service Portfolio Workspace.

**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.

**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.
Continually optimize the performance of your people and processes with built-in analytics

**Process Optimization**
Maximize efficiency, remediate issues, and streamline work across the enterprise using machine learning

Gain greater visibility on processes that impact the business. Use visual process maps to gather insights on inefficiencies and make improvements quickly. Instantly monitor and analyze performance, check conformance, and continually optimize and improve.

**Workforce Optimization**
Maximize your teams’ performance, scheduling and work assignments

Maximize your most valuable resource – your teams. Develop high-performing teams by optimizing schedules, work assignments, and work quality—all in a single workspace. Increase team satisfaction through enabling skills growth and smart scheduling, while tracking agent capacity across all channels.

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

Align your data, people, and business goals to empower the organization to achieve continual improvement in a repeatable manner. With a structured framework and workflow, CIM enables cross-team collaboration and ensures all improvements—to processes and personnel skills—are efficiently reviewed and prioritized.

**DevOps Change**
Connect your existing development tools to change management for automatic ticketing and approval

Provide out-of-the-box integrations, data modeling and workflows which automate change request creation from many different DevOps toolchains and then automate request approvals using sophisticated policies based on data from the pipeline and data already within ServiceNow. Improve auditability by providing change managers with reliable data automatically populated and in a familiar interface.
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 Services
Access ServiceNow Expert Services and ServiceNow Training and Certification for help to thrive, achieve business goals, and drive business transformation.

Visit ServiceNow ITSM product page to learn more.

Visit IT workflows page to learn how to digitally transform your organization.