

Manufacturing Connected Workforce



Manufacturers' ability to respond quickly to ever-changing environments depends heavily on adapting and pivoting their operations. Yet, while many manufacturers have invested in automation tools, daily operations still rely on legacy knowledge, manual data recording, and manual execution of standard operating procedures (SOPs).

Upskilling talents and capturing institutional knowledge with digital tools are becoming increasingly critical as many workers retire and many manufacturing positions remain unfilled. In addition, the plant environment continues to grow in complexity; failure to digitally connect people, processes, and technology will lead to inefficiencies in operations, the potential for human error, and an inability to drive continuous improvement due to a lack of centralized data.

ServiceNow® Manufacturing Connected Workforce is designed to empower your workforce with the digital tools and knowledge to adapt, collaborate, and excel in fast-changing conditions, so your team can bridge the gap of operational silos and unlock worker efficiency and operational resilience.

Enter ServiceNow, a single system of action for manufacturing

SOPs Digitization

Plant operations may not be aligned with the latest compliance objectives without digital, easily shareable SOPs. A complete, contextual view of your manufacturing operations can be created with ServiceNow® by mapping processes, systems, and relationships in detail. With digital checklists and knowledge, you can assist your workforce with daily operations and quickly identify deviations to maintain compliance, ensure employee safety, and improve operations continuously.

Incidents and Service Management

Dispatching service specialists can be time-consuming and costly. Instead, build low-code applications with ServiceNow® App Engine to support remote collaboration, real-time troubleshooting, and situational problem solving with complete triage and diagnostics capabilities. Reduce time to action with pre-emptive alerts for operational deviations and events, and enhance self-service by integrating service catalogs. Improve operational efficiency by prioritizing strategies according to business impact scores and context.

Knowledge Management

With many manufacturing positions unfilled and legacy workers retiring, manufacturers will need to boost their workforce by upskilling employees with a wider range of skills and knowledge. Your organization can reduce the reliance on institutional knowledge by capturing institutional knowledge and best practices on the ServiceNow® platform and empower employees with digital guides at their fingertips so they can pivot in a rapidly changing environment with confidence.

Continuous Improvement

To drive continuous improvement in manufacturing, it is vital to eliminate data and information silos. The NOW Platform® helps you bypass silos with a unified system of action that integrates with existing technology. Data recording and operational performance analytics features allow you to build a centralized data repository for root cause analysis and predictive intelligence. Using this method, you can leverage digital twins to drive continuous improvement across the enterprise and compliance.

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