



servicenow

# Now Platform<sup>®</sup> Paris release

Fuel business agility and resilience

Organizations today need to fuel business agility and resilience to drive growth, strengthen business continuity, and enhance employee productivity. With the Now Platform<sup>®</sup> Paris release, organizations can optimize IT productivity and cost, drive customer loyalty, deliver employees the right experiences anywhere, and create new workflow apps fast.

Check out new products and enhancements in the Now Platform Paris release below.

## NOW PLATFORM<sup>®</sup> - The platform of platforms for the digital workflow revolution

### Now Platform

- **Analytics Center:** Access the analytics content that matters most via a one-stop shop. Answer questions on the spot with Analytics Q&A. Drill into KPI details for forecasts and breakdowns or automatically surface unexpected behavior with KPI Signals.
- **Playbook Experience:** Visualize business process workflows in a simple task-oriented view. Ensure a consistent, speedy response to commonly encountered situations. Streamline knowledge worker decision-making by showing where a process is in its lifecycle and providing the next best steps.
- **Mobile app security:** Comply with federal and internal security requirements. ServiceNow mobile apps may be configured for FedRAMP compliance, and have support for Edge Encryption and Domain Separation.

## IT WORKFLOWS - Optimize IT Productivity, Cost, and Resilience

### IT Service Management

- **Predictive Intelligence Workbench:** Deploy ML models with a simple step-by-step walkthrough and recommendations without writing a single line of code. Democratize machine learning to drive broader adoption and resolve issues faster.

### CMDB

- **Service Graph Connectors:** Increase CMDB data quality as data sources from SCCM, JAMF, Extrahop, Solarwinds, Intune, Bigfix, Istio, DataDog are ingested into the CMDB via a Robust Transform Engine. (Available as part of ITOM Visibility.)

### Governance, Risk, and Compliance

- **Vendor Engagements:** Navigate multiple levels of an organization's hierarchy to accurately assess risk in complex organizations. Create and assess engagements for any vendor or subsidiary in the hierarchy, as well as roll-up and aggregate risk scores to the highest level.
- **Business Continuity Management (BCM)** ("Store Release): Ensure resilience for critical business operations with core BCM functionality including: Business Impact Assessment, Continuity Planning, Plan Exercises, and Crisis Management. Identify risk, prioritize criticality, determine recovery time objectives (RTO) and create actionable recovery plans.

## IT Asset Management

- **Hardware Asset Management (HAM):** Automate the IT asset lifecycle by tracking the financial, contractual, and inventory details of hardware and devices (including non-IT assets). Handle asset requests with an intuitive workflow to obtain approvals, issue chargebacks, and provision services.

## Security Operations

- **Application Vulnerability Management:** Ensure resiliency in case of application vulnerability. Provide visibility into vulnerabilities across applications and infrastructure and drive an orchestrated response for faster remediation.

## ServiceNow Telecommunications Network Performance Management

- Improve service availability by proactively eliminating service outages and resolve critical issues by triggering Telecom processes and automated remediation options. Accelerate issue resolution with relevant, contextual change, problem, and incident data.

## **CUSTOMER WORKFLOWS - Drive Customer Loyalty with Connected Digital Workflows**

### Customer Service Management

- **Playbooks for Customer Service Management:** Standardize and automate complex customer service processes that span siloed teams and systems. Guide agents through the steps to resolution, enable them to create tasks for other teams. Empower agents to monitor the progress of middle office teams.
- **Customer Central:** Provide a centralized view of customer activities and customer history in a workspace optimized for supporting customer interactions. Include customer conversations across cases and channels. Incorporate data from different sources to provide a single pane of relevant customer data.

## Field Service Management

- **Field Service Contractor Management:** Manage and track work done by 3rd parties. Assign tasks to external service providers. Enable contractor managers to view and reassign tasks in the Contractor Portal. Provide an interface for contractor technicians to track work progress.

## ServiceNow Financial Services Operations

Financial Service Operations uses one front-to-back platform to improve resiliency, efficiency, and experiences.

- **Financial Services Data Model:** Leverage a tailored out-of-box data model specific to Financial Services. Provide standardized configuration across the ecosystem.
- **Card Operations:** Tailored workflows to support card operations. Support credit card New Credit Card Request, Change Credit Limit Request, Declined Credit Card, Lost/Stolen Credit Card, and Block Card workflows delivered out-of-the-box. Automate processes that span across multiple teams to provide fast responses to card inquiries.
- **Payment Operations:** Manage claims and refunds. Automate collecting payment inquiries from customers and 3rd-party banks. Give customers visibility into claim status and outcomes.

## ServiceNow Telecommunications Service Management

Telecommunications Service Management elevates telecom service and operations by connecting the customer and the network on one native cloud platform.

- **eBonding for Telecommunications:** Connect the ServiceNow instances of Communications Service Providers with their B2B and wholesale customers. Allow customers to request services from their own instance. Help lower call volumes and operational costs.
- **Network Initiated Workflows:** Deliver best practice workflows for common SD-WAN incidents and service changes. Reduce service outages and SLA penalties by detecting and resolving issues early.

## EMPLOYEE WORKFLOWS – Deliver Your Employees the Right Experience Anywhere

### Legal Service Delivery (\*\*New Store Release in cGTM)

- **Legal Counsel Center:** Consolidate requests with a single-entry view of incoming demand for legal operations. Automatically categorize and assign legal requests without digging through emails and spreadsheets. Work on multiple requests and legal matters concurrently.
- **Legal Self-Service:** Ask questions and get answers for legal questions with a self-service portal. Automate responses for common legal requests with virtual agents. Configure and deploy out-of-the-box or company-specific workflows for any legal scenario.

### HR Service Delivery

- **HR Agent Workspace:** Guide employees through case fulfillment with AI-assisted recommendations. Standardize case fulfillment activities with the HR Playbook Experience. Provide a centralized hub for HR agents to manage their case status, SLAs, announcements, and relevant news. Improve productivity for HR and shared services teams, while improving the service experience for employees.
- **Now Intelligence for HR Service Delivery:** Provide a smarter way to workflow with embedded machine learning and predictive intelligence. Route cases and surface related articles to the right person, leading to faster issue resolution. Utilize the virtual agent with natural language understanding to resolve and deflect cases quickly.
- **Campaign Builder:** Enhance and simplify the authoring experience for business users to create targeted communications and campaigns. Schedule content with a drag and drop UI to deliver information more easily.

## APP ENGINE – Create New Workflow Apps Fast When You Need Them Most

- **Process Automation Designer:** Build and manage multiple complex workflows with no-code playbooks. Enable business process owners to easily create, manage and view cross-enterprise workflows in a single end-to-end process.

\*\* Store Release: Capabilities identified as Store Release are available for download as part of the ServiceNow Store. These capabilities will be included as part of a future release.

