

Benefits

Accelerate Adoption of a Hybrid Cloud Strategy

Take a service management approach to your cloud strategies that automates creation of service catalogs and simplifies the design and the deployment of cloud resources. Manage the service delivery for cloud operating model with a single system of action for increased service quality, standardized operational processes, and reduced remediation efforts.

Reduce Costs and Optimize Cloud Resources

Provide a single, unified view of cost for collective analysis and optimize the allocation of cloud resources to the business.

Gain Cloud Service Oversight, Minimize Risks

Govern the right cloud resources to the right business activities based on consistent policies and rules ensuring compliance and security needs are met.

Deliver Enterprise Cloud Resources

Elevate cloud resources to enterprise-class with the delivery of VMs on VMware, Azure, and AWS adhering to consistent processes for configuring data, businesses services, and cloud resources.

Provide a Simplified User Experience

Enable user self-service and standardize cloud services ordering for everything they need via a fast, consistent, and easy-to-use experience.

ServiceNow Cloud Management

The IT Challenge

Today, many enterprises have turned to the cloud to remain competitive and keep ahead of changes in the digital economy. The maturity of cloud computing and the choice of vendors, such as Azure, AWS, and VMware, are fueling this adoption further. Yet as the demand for cloud resources grows, so does the complexity to manage them through a common cloud operating model that ensures service excellence. Challenges include:

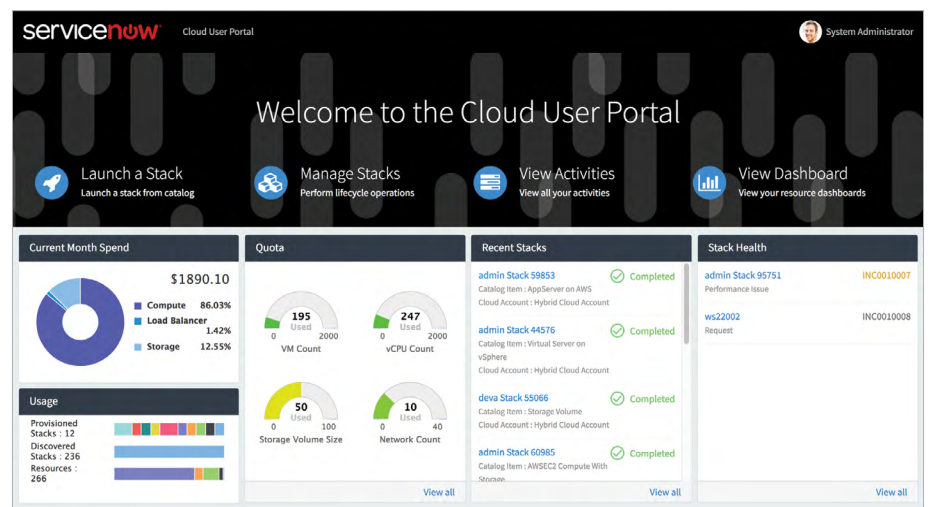
- Different systems to manage each cloud environment creates delays in delivery and gaps in addressing event and change management
- IT wastes time remediating orders, and approvals related to inconsistent service catalogs design from the different underline operating environments
- Limited visibility leads to the costly use of cloud resources, and poor accountability to the business
- The cloud creates high expectations for users wanting on-demand services and from businesses that expect immediate results

To address these challenges, IT leaders must take a platform approach to their hybrid cloud operating model—one that preserves agility while giving them the ability to achieve service excellence.

The ServiceNow Solution

The ServiceNow Cloud Management advantage extends service excellence to your cloud operating model. It creates an on-demand service environment that optimizes cloud utilization, drives down resource costs, and automates service requests, approvals, and the provisioning of cloud resources. What's more, leveraging the Now Platform™ as a single System of Action™, IT can manage their multi-cloud environment consistently and efficiently, and ensure compliance and security.

ServiceNow delivers cloud management for Amazon Cloud, Microsoft Azure, and VMware environments out of the box. Plus, IT can extend management to other public and private cloud environments, providing a common operating model operational for service excellence.



Simplify experience with the self-service Cloud User Portal

Cloud User Portal

A self-service portal for users to access information about all their cloud services and take actions. This is a central point, configured by IT for the user, showing their current spend, their quota usage, and the status of all their active resources. Users can access their personalized services catalog the way they want, order new services, and make requests or

check on incidents affecting their resources. The user experience is simplified and provides the on-demand access to multi-cloud resources while giving IT control over the process.

Cloud Blueprint Designer

ServiceNow's technology enables you to easily deliver cloud resources whether on

Azure, AWS, or VMware, while applying IT policies to ensure good governance of the right resources and to minimize risks. The cloud management solution separates service design from deployment execution to provide better freedom and control using the single System of Action. This allows IT to accelerate delivery and quickly meet new needs from the business, without compromising control or the allocation of the right, compliant resources.

What's more, the Now Platform™ enables IT to extend their security, incident, and management control over all their cloud resources and define policies based on a collective set of rules, rather than separately and in silos.

Cloud Cost Dashboard

The solution automatically centralizes the billing information from across public and private cloud accounts to gain a complete picture of resources spending. Once consolidated, IT planners can easily view cost in their entirety for collective cost analysis and to better understand how to improve the allocation of cloud resources associated with specific business activities.

The Dashboard centralizes details on applications services, compute utilization, data usage, network loads, and so on, so that planners can explore cost information across time, service category, provider, datacenters, and users.

