



Washington DC Telecommunications, Media, and Technology

Last updated: 12/16/2025



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Company Headquarters
2225 Lawson Lane
Santa Clara, CA 95054
United States
(408) 501-8550

Table of Contents

Telecommunications, Media, and Technology	5
Telecommunications.....	5
Telecommunications Service Management.....	6
Technology Industry.....	6
Technology Provider Service Management.....	6








Telecommunications, Media, and Technology

The Technology and Telecommunications product suites bring together customer care, operations, order management, and partner ecosystems so that technology and telecommunications service providers can scale their business to capitalize on the fast-growing "everything-as-a-service" opportunity.

<p style="text-align: center;">Technology</p> <div style="text-align: center;">  </div> <p style="text-align: center;">Bring together customer care, operations teams and partners to deliver seamless experiences and improve operations across the technology value chain.</p>	<p style="text-align: center;">Telecommunications</p> <div style="text-align: center;">  </div> <p style="text-align: center;">Unite ordering and assurance on one platform for a seamless experience and visibility for communications service providers.</p>
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Telecommunications


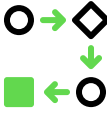
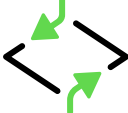
The ServiceNow Telecommunications products make work flow better across the value chain by connecting service delivery, customer care, and operations workflows on one platform.

<p style="text-align: center;">Sales and Order Management</p> <div style="text-align: center;">  </div> <p style="text-align: center;">Capture, manage, and fulfill customer and external service orders.</p> <p style="text-align: center;"></p>	<p style="text-align: center;">Telecommunications Network Inventory</p> <div style="text-align: center;">  </div> <p style="text-align: center;">Build and monitor your physical, logical networks, and provisioned services.</p> <p style="text-align: center;"></p>
<p style="text-align: center;">Telecommunications Service Operations Management</p> <div style="text-align: center;">  </div> <p style="text-align: center;">Proactively monitor the health of your networks and services to prevent downtime.</p> <p style="text-align: center;"></p>	<p style="text-align: center;">Telecommunications Service Management</p> <div style="text-align: center;">  </div> <p style="text-align: center;">Learn how your entire telecommunications operations are connected via a single platform to deliver proactive care and maximize service quality.</p>

Telecommunications Service Management

Telecommunications Service Management connects your entire telecommunications operation, from network to customer, with one platform to deliver proactive care and maximize the availability and quality of service.

Telecommunications Service Management includes the following applications:

<p>Account Lifecycle Events</p>  <p>Provide a structured, onboarding experience for technology industry providers.</p> <p>↗</p>	<p>Proactive Service Experience Workflows</p>  <p>Deliver end-to-end workflows to resolve network related incidents, and proactively notify impacted customers.</p> <p>↗</p>	<p>Service Bridge</p>  <p>Help customers and providers connect and track service requests directly between their instances.</p> <p>↗</p>
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Technology Industry

The Technology industry solution includes Technology Provider Service Management and Order Management for Telecommunications, Media, and Technology applications.

<p>Order Management</p>  <p>Capture, manage, and fulfill customer and external service orders.</p> <p>↗</p>	<p>Technology Provider Service Management</p>  <p>Learn how your entire technology operations are connected via a single platform to deliver proactive care and maximize service quality.</p>
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Technology Provider Service Management

ServiceNow® Technology Provider Service Management connects your entire technology operation, from network to customer, with one platform to deliver proactive care and maximize the availability and quality of service.

Technology Provider Service Management includes the following applications:

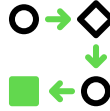
Account Lifecycle Events



Provide a structured, onboarding experience for technology industry providers.



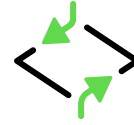
Proactive Service Experience Workflows



Deliver end-to-end workflows to resolve network related incidents, and proactively notify impacted customers.



Service Bridge



Help customers and providers connect and track service requests directly between their instances.

