Technology service operations for digital-first business growth

Expand resilient, cost-effective services, while delivering extraordinary employee experiences and productivity

Business challenges

The demands on technology organizations are outpacing budgets and staff capabilities. This is being driven by the increasing importance of digital services, issues resulting from its use, the decentralization of technology teams, and a hybrid (home/remote) workplace. At the same time, organizations have hundreds of disparate tools spread across different teams that generally don't interact with each other. These silos create unnecessary friction and increased costs and, as a result, technology organizations end up largely maintaining their current tools and systems, not investing in innovation. Nor can they become a best practice enabler of distributed technology teams, who often build that innovation.

The results of siloed tools and information:

IT Services	IT Operations
Employees frustrated with IT Poor employee experiences due to burden of routine repetitive requests to IT staff	**Slow high-priority incidents resolutions** To resolve high-priority incidents, outages, Ops needs historical, real-time change and incident data.
Unmet decentralized tech needs Tech teams forming within the business with little to no consistency in management of tech vendors and systems	**Spotty service availability** Erratic service availability, project reliability and manual escalation process.
Poor IT productivity Disparate data and lack of insight into service delivery hinders service and cost improvement.	**IT silos slow innovation** High cost of services and slower rate of innovation from DevOps and IT teams operating in silos.

ServiceNow® solution

To address these challenges, ServiceNow offers market leading technology solutions, on a single cloud platform, to automate and optimize technology service operations. The ServiceNow solution to automate and optimize your technology services and operations includes our IT Service Management and IT Operations Management products built on the Now Platform®. These solutions together have thousands of customers who have returned millions to their bottom line, improved productivity of agents by 30% on average and who have found the ability to increase the amount and speed of their innovation.

Outcomes of technology service operations from ServiceNow include:

Expand technology services while reducing costs	Deliver extraordinary employee experiences, resiliency and productivity	Drive technology best practices with optimized, efficient processes

- Expand and improve services with a single cloud platform using market leading IT processes like incident, problem, change and CMDB tied closely with IT operations discovery, business service definitions and mapping.

- Deliver a unified catalog of services from which employees can easily get the help or request technology services they need. AI-based automation helps service teams deliver these requests efficiently and helps operations teams keep these digital services running 24/7.

- Drive unique vendor, digital portfolio, cloud governance, workforce and process management best practices functions to reduce risk and improve efficiencies across many facets of the organization.

ServiceNow customer successes

Don't just take our word for it—see how companies like yours use our ServiceNow service operations to expand technology services while reducing costs.

FLIGHT CENTRE TRAVEL GROUP

- Lowered the number of incidents by 50%
- Decreased MTTR (resolution time) by 80%
- Deployed ITSM in < 8 weeks and ITOM in <10 weeks

Danske | Bank

- Minimized high impact incidents by 93%
- Shortened time to restore service by 6X
- Deployed single CMDB for services and operations

FINANCE of AMERICA

- First time resolution rate of 82%
- Achieved a MTTR 50% faster than industry average
- Fulfilled requests 2.4x faster than industry average

Check out other customer success stories (filter by industry, geography, or solution).

Automate and optimize technology service operations use cases

Single cloud platform across the IT estate	Automate core services and ops processes	Optimize compliance & performance standards	Gain visibility of resources, applications & assets	Improve workforce & process effectiveness
Discover and gain a shared understanding and visibility of infrastructure and services	Automate key processes like incident, problem, change, and common requests	Use a single workspace to evaluate performance and take corrective action	See across on-premises, mobile and cloud environments in one location	Maximize team workload, schedule and performance and assess how to improve processes

Deliver an AI powered user experience	Increase change throughput	Prioritize issues and identify root cause	Improve staff productivity	Predict and prevent service disruptions
Enable employees to request technology services any time, wherever they are, with fast resolutions	Increase the velocity of services and operations to match development	Enable employees to request technology services any time, wherever they are, with fast resolutions	Anticipate trends and improve staff productivity	Predict, prevent and solve high-impact incidents quickly

Continue learning

Customer Success Center
Customer Success Center is the one place to find the most insightful tools, content, and resources to support your objectives and get to your desired outcomes faster.

ServiceNow Global Services
ServiceNow® Global Services is comprised of both ServiceNow® Professional Services and ServiceNow® Education Services.

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