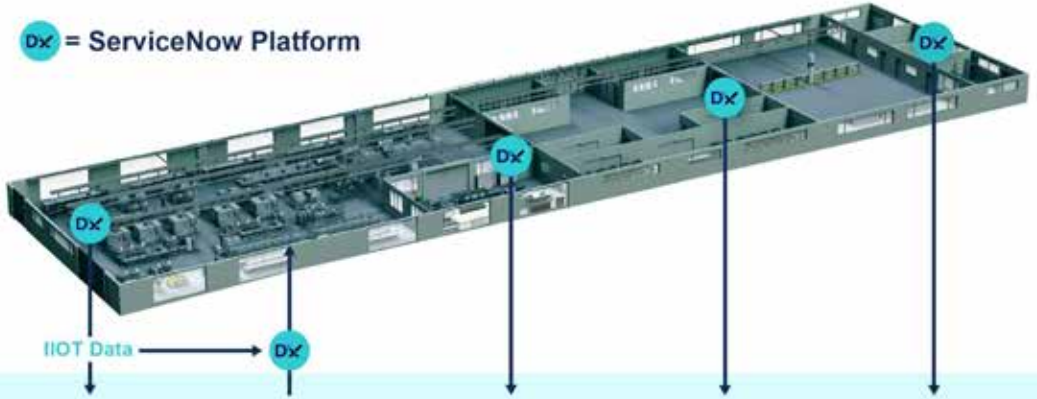


## Digitizing The Manufacturing Enterprise

**Dx** = ServiceNow Platform



### MANUFACTURING OPERATIONS



- ▶ Remote Monitoring
- ▶ Smart Maintenance
- ▶ Operations Incidents
- ▶ Field Services

### SERVITIZATION



- ▶ IIoT Enablement
- ▶ Proactive Solutions
- ▶ Customer Service Integration
- ▶ Process Automation

### IT SERVICES



- ▶ Service Automation
- ▶ Digital Asset Management
- ▶ Planning and Operations
- ▶ AI and Analytics

### CUSTOMER SERVICE



- ▶ Case Management
- ▶ Field Service Management
- ▶ Predictive Operations
- ▶ Self-Service

### ENTERPRISE SYSTEMS



- ▶ Application Integration
- ▶ Resource Planning
- ▶ Predictive Intelligence
- ▶ Compliance

### Digital Workflows



### Secure Operations Across OT and IT

