

Service+Operations

Your dream team for resilient IT



IT leaders face immense challenges as these uncertain and rapidly changing times intensify the demands on their time and resources.



Challenge #1
High COSTS

56%

of IT leaders need to deliver more efficient IT service.



Challenge #2
Low PRODUCTIVITY

78%

believe automation is the solution to low productivity.



Challenge #3
Unsatisfied EMPLOYEES

43%

want to improve how satisfied employees are with their IT support services.

Legacy on-premises IT systems and point solutions create silos, drive up costs, and drag down productivity.

3-4% negative impact of IT system complexity on earnings before interest and tax (EBIT).



ServiceNow® IT Service Management (ITSM) and ServiceNow IT Operations Management (ITOM) team up on the ServiceNow platform to unify IT service and operations.



Gain visibility over your entire IT environment.



Automate workflows across teams.



Resolve incidents in near-real time.



Manage operations for resilient care services.



Automate support through AI-powered, ML-assisted service delivery and analytics.



Proactively identify issues before they impact users.



Together, ServiceNow ITSM and ServiceNow ITOM resolve the critical challenges facing IT leaders.



Advantage #1
Greater EFFICIENCY

75%

reduction in event noise*



Advantage #2
Higher PRODUCTIVITY

30%

improvement in agent productivity*



Advantage #3
Satisfied EMPLOYEES

33%

faster incident resolution time*



How does running ServiceNow ITSM and ServiceNow ITOM together pay off for leading global companies?

Learn more about how ServiceNow ITSM and ServiceNow ITOM can drive down costs, increase productivity, and improve service experiences for your company. Download the ebook, "The top 3 IT pains of the new reality and how to solve them."