

Winning the Day with ITSM Pro

MEET ADAM

Adam was recruited as VP of IT Services for BigCorp 18 months ago. His mandate : to increase IT service efficiency and productivity as part of Big Corp's digital strategy. After carefully vetting multiple vendors, Adam chose to implement ServiceNow IT Service Management Professional to meet these objectives.

Let's check in on Adam a year after deployment to follow him on a regular workday.



9:00 am

QUARTERLY BUDGET MEETING

ServiceNow Continual Improvement Management Workbench ranks improvement initiatives by ROI and effort.



20%

reduction in service requests due to automation



66%

reduction in effort to respond to service requests



10:15 am

HELP DESK CHECK-IN

ServiceNow Virtual Agent handles routine requests that users can submit using natural language.



85%

adoption of IT self-service



25%

case deflection rate



33%

drop in live calls after the first 48 hours

\$20

and 20 minutes of user time saved per ticket



11:00 am

PROCESS IMPROVEMENT MEETING

ServiceNow Performance Analytics drives continuous improvement to further optimize performance. Adam uses the ITSM mobile app to check real-time performance.



50%

drop in non-critical incident resolution time



60%

faster critical incident resolution



70%

backlog reduction

600+

out-of-the-box KPIs



1:28 pm

P1 INCIDENT ALERT

ServiceNow Predictive Intelligence leverages machine learning to identify, prioritize and route a potential P1 incident based on a user's description.

77% of incidents resolved on first assignment

30% faster triage time

35% fewer case reassignments

-\$1.2 M impact of high-priority incidents



Potential major incident flagged: VPN outage

2:45 pm

HELP DESK EMPLOYEE ENGAGEMENT SURVEY RESULTS COME IN

Artificial intelligence (AI)-based tools and capabilities boost employee engagement and retention by letting the team focus on more satisfying, less repetitive tasks.

57% of companies report that AI improved employee engagement

35% say AI helped reduce employee turnover



3:00 pm

SERVICE REVIEW

Service owners once had to cobble performance data from multiple sources. ServiceNow Service Owner Workspace offers a single pane of glass to support service pipelines, increasing user satisfaction.



20%

gains in efficiency



percentage point rise in customer satisfaction scores



Major incident resolved: VPN operating normally

4:00 pm

IT VENDOR PERFORMANCE ASSESSMENT

Adam and the Vendor Manager from IT use the Vendor Manager Workspace to ensure vendors are doing their part to support successful delivery of IT services, with multiple benefits :

- Independent reporting of SLAs and KPIs
- All IT vendor data in one place

- Objective assessments from multiple sources, including user experiences



4:55 pm

HOMeward BOUND

Back at his desk, Adam recalls the bad old days of putting out fires and late nights in the office as he makes a last check-in on his ITSM mobile app before heading home.

- Approve requests from direct reports with simple swipes

- Received alerts of timely major-incident and P1-incident resolutions without having to intervene, saving the company millions in lost revenue and productivity.

