

Run proactive and secure digital operations by predicting and preventing issues, and automating resolutions

Business situation

The pace of digital transformation is growing exponentially as are the demands for IT operations to deliver resilient and secure services. Traditional IT approaches are often reactive when problems occur. Digital services require proactive digital operations, or you'll likely fail.

IT operations challenge

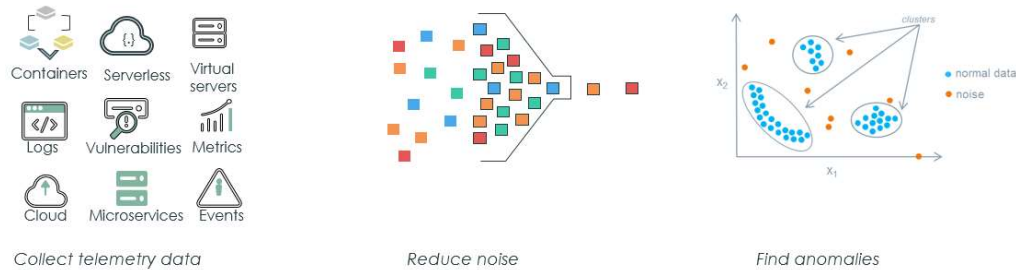
The typical break-fix model no longer works for digital IT operations because most problems are found after the fact. Cloud and DevOps create agility but also add management complexity due to their dynamic nature. Without the proper tools, IT and security operations are stuck in a constant reactive mode. Manual identification of issues and correlation of events or vulnerabilities to problems are too slow and error prone. Too much day-to-day operations noise and lack of business service visibility limits potential success. Manual processes and repetitive tasks sap productivity for IT staff. Too often, IT teams are just trying to keep the lights on and is unable to add more value.

Solution

With ServiceNow®, IT has full control over resources, both on-premises and in the cloud. With comprehensive AIOps capabilities built seamlessly on the Now Platform®, IT teams can run proactive operations. ServiceNow ITOM, Security Operations, and DevOps helps you improve your IT maturity from reactive and responsive to intelligent and proactive self-healing. Breakdown silos, eliminate friction, improve process automation, and enable continuous improvement with the power of AIOps and machine learning.

Predict issues proactively before they occur

ServiceNow ITOM collects and interprets telemetry data across your IT estate within a single system of record. Data includes IT infrastructure, cloud and complex container-based resources, vulnerabilities, logs, metrics, and events. AIOps and machine learning helps you reduce noise, stop chasing false positives, and find anomalies with less guesswork. These capabilities allow you to predict issues proactively before they occur.



Benefits derived:

- Eliminate siloed point tools and understand the impact of change
- Reduce noise by 90% or more for easier problem identification
- Predict 35% of incidents before they happen and minimize vulnerability risk



Customer example: As an operator of airlines, manager of hotels, and travel agency, Globalia is under ever-increasing cost and performance pressure. Before ServiceNow, Globalia struggled with siloed IT infrastructure, little cross-organizational and tool integration, and growing manual processes. With ServiceNow, Globalia achieved impressive results to boost operational efficiency with digital workflows.



Reduction in admin and maintenance time



Reduction in operator-controlled events



Reduction in time to resolve incidents

“ Digital workflows have saved my team about 95% of their time, which was previously spent on huge volumes of manual processes.

Ariel Gritti Tartac
Service and Operations Manager
Globalia

Prevent impact to end users

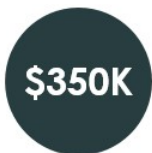
In a perfect world, there would never be downtime or degraded services, but alas, IT teams deal with these issues every day. With ServiceNow, you can prevent some issues before they even happen. And when issues do occur, ServiceNow helps minimize the impact to end users by solving issues faster. By correlating changes and incidents, you find root cause more quickly with improved accuracy. In addition, you can prioritize based on business impact, minimize security risks, and deliver modern site reliability operations faster. You can leverage actionable insights to collaborate across teams in real time.

Benefits derived:

- Shrink time for root cause analysis by 50% or more with machine learning and AIOps
- Reduce risk by patching vulnerabilities 50% faster
- Deliver services faster with automated service registration and responding to incidents



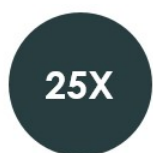
Customer example: As the world’s third largest fintech company, Finastra was struggling with maintaining spreadsheets for over 400,000 vulnerabilities and trying to prioritize the most business-impacting issue. In addition, the manual processes made it time consuming and challenging to assign the correct staff for remediation. When audits were required, the process was slow, tedious, and costly. With ServiceNow ITSM, ITOM, and Security Operations, Finastra had fantastic improvements across its shared services.



Savings from staff efficiency and license reduction



Hours saved by Cyber Security, IT, and Process teams



Faster vulnerability response with automation and integration

“ You can’t prioritize incident resolution without total visibility of your information systems. Now we can see the entire service end-to-end and tie it to uptime and downtime. With that information at our fingertips, we can proactively manage it far more effectively.

Gary Collins
Director, ServiceNow Platform
Finastra

Automate cross-team workflows

Insights alone are not enough to derive value – you must be able to take actions on those insights. And the required actions typically go between different teams, departments, and tools. With ServiceNow, you can automate cross-team workflows which eliminate unnecessary manual processes and multiple handoffs which empowers your staff. The learned knowledge base can shorten recovery times and you can simplify repetitive tasks with pre-built playbooks and no-code/low-code workflows. Users can speed up releases and eliminate manual processes for DevOps and SRE teams.



Drive automatic actions across teams based on past activities

Benefits derived to IT Operations:

- Reduce mean time to repair (MTTR) by 50% or more with learned knowledge base
- Improve productivity by 40-70% and automate vulnerability assignment
- Automate DevOps change and ITSM change approval in a single system



Customer example: Danske Bank is a 145-year old Danish institution focused on delivering competitive financial solutions through deep knowledge, skills, and technologies. In the financial sector, companies must provide continuous improvement or risk losing customers to upstarts or technology leaders. Built over time, Danske Bank had a wide set of legacy tools across IT operations and service management which led to an inefficient patchwork of data, processes, and tools. With ServiceNow, Danske Bank’s improvements led to more innovative services and improved customer support.



Reduction in high priority incidents



Improvement in time to restore services



Platform for ITSM, ITOM, ITBM, and GRC

“ServiceNow is at the forefront of industry innovation, including DevOps, AIOps, and service mapping. We are increasing adoption of the platform's capabilities to implement new digital workflows.

Jacob Elfving
Development Manager
IT Operations
Danske Bank

The ServiceNow difference

ServiceNow helps make proactive operations a reality by transforming how your IT teams work together across operations, security, and DevOps. At a high-level, there are three key aspects that makes ServiceNow different.

- 1) **The most actionable insights across your IT estate:** Instead of you trying to cobble together and interpret data across a plethora of tools, ServiceNow can help. By collecting and correlating the rich telemetry data, tracking past actions and changes, monitoring real-time data, adding vulnerability data, and providing service context in an easy to consume format, you have a complete understanding of your IT operations world. ServiceNow is unique with AIOps capabilities that include historical data/actions, real-time views, and business service context.
- 2) **Leveraging pre-built capabilities to speed time to value:** Too often, AIOps vendors focus on unrealistic goals that force users to invest in expensive projects that require in-house data scientist expertise and heavy customization to get any value. ServiceNow focuses on providing powerful, out-of-the-box capabilities that provide results faster with less cost and customization.
- 3) **Delivering the Data Platform for Digital Service across all of IT:** While other departments like finance or HR have a single system of record, IT organizations often cobble together tens or hundreds of different tools and create custom, brittle integrations in an attempt to make them work together. With ServiceNow, all of the integration occurs out of the box and uses a single data model for all of IT. The power exponentially increases when you consider how your IT operations, service management, security, risk, and DevOps teams can all leverage the same information and context in a single platform.

That is the power of ServiceNow and what drives great outcomes for organizations like yours.

Want to quantify your potential savings with ITOM?

Read and customize your savings using the Forrester-certified [IT Value Calculator](#).

Typically, companies start with the improvements including:

- Increase in IT productivity
- Faster support resolution
- Implement fully automated services
- Fewer major outages
- Lower development costs