ServiceNow ITSM Pro overview

Turbocharge your digital transformation with the most powerful cloud platform for ITSM

Improved employee and customer experiences are essential for successful digital transformation. However, using multiple, non-integrated IT tools for your digital transformation creates information silos. With disparate data processes and excessive amounts of time and money spent on firefighting, you're left with limited resources to drive digital transformation and create delightful user experiences.

ServiceNow® IT Service Management Professional (ITSM Pro) package provides a modern, cloud-based, silo-busting service management solution integrated with powerful capabilities that enable your digital transformation initiatives. With ServiceNow ITSM and the Now Platform® as your foundation, you consolidate your IT tools into our single data model to transform the service experience, automate workflows, gain real-time visibility, and improve IT productivity. And it enables you to switch your operational IT costs to strategic investments.

ServiceNow ITSM Pro accelerates your digital transformation and elevates your user experience with built-in machine learning and AI-powered chatbots. It also improves your IT productivity by over 20% with structured machine learning that automates routine tasks.

Advantages of ServiceNow

24/7
Employees get faster resolutions from 24/7 self-service with AI-powered chatbots on their mobile

15 ↑
The C-Suite benefit with real-time analytics, dashboards, and a 15-point rise in CSAT scores

20%
IT Fulfillers increase their efficiency by 20% from automating work with machine learning

Now Platform®

> **"**
>
> ServiceNow® IT Service Management Professional (ITSM Pro) package provides a modern, cloud-based, silo-busting service management solution integrated with powerful capabilities that enable your digital transformation initiatives.

ServiceNow ITSM customer successes

Don't just take our word for it—see how companies like yours use our IT Service Management to elevate their service experiences.
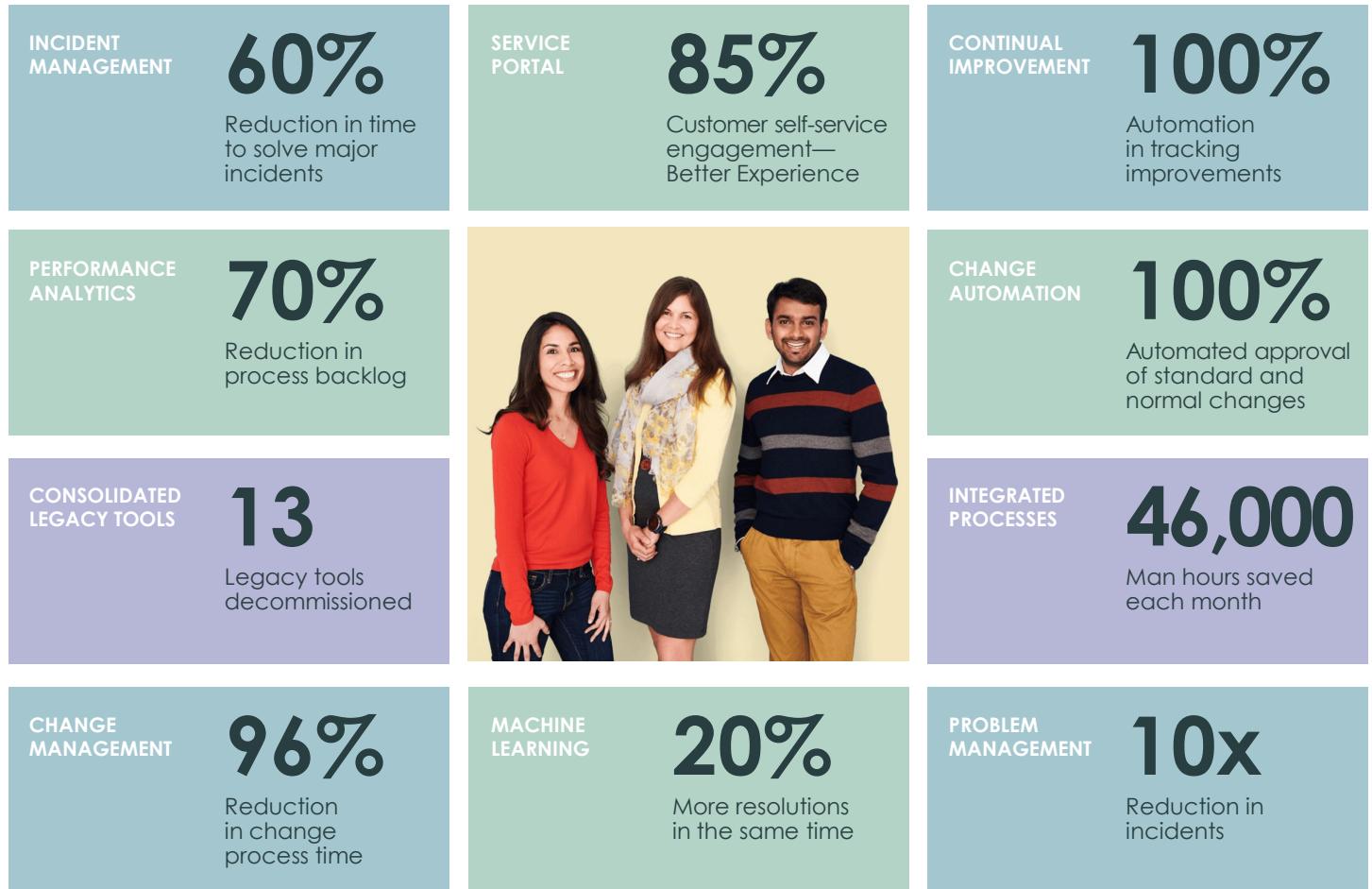

2X improvement in agent productivity

Machine learning reduces triaging by **35%**.

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

Businesses are driving strong outcomes

INCIDENT MANAGEMENT	**60%** Reduction in time to solve major incidents
SERVICE PORTAL	**85%** Customer self-service engagement— Better Experience
CONTINUAL IMPROVEMENT	**100%** Automation in tracking improvements

PERFORMANCE ANALYTICS **70%** Reduction in process backlog

CHANGE AUTOMATION **100%** Automated approval of standard and normal changes

CONSOLIDATED LEGACY TOOLS **13** Legacy tools decommissioned

INTEGRATED PROCESSES **46,000** Man hours saved each month

CHANGE MANAGEMENT **96%** Reduction in change process time

MACHINE LEARNING **20%** More resolutions in the same time

PROBLEM MANAGEMENT **10x** Reduction in incidents

ITSM Professional includes:

| **All standard ITSM applications** | + Virtual Agent
+ Performance Analytics
+ Vendor Manager Workspace
+ Dynamic Translation | + Predictive Intelligence
+ Continual Improvement
+ Service Owner Workspace |

Capabilities in ITSM Pro

Virtual Agent with NLU

Get instant resolution to repetitive IT service tasks and requests via Virtual Agent—an automated, conversational chatbot that understands natural human language. Virtual Agent provides customers and employees with 24/7 self-service, freeing IT staff to work on more meaningful tasks and allowing for greater scalability and smarter resource spend.

End User benefit—Always-on self-service with faster resolution

IT/Business benefit—Ability to scale support, deflect incidents, lower costs, and remove the burden of manual repetitive work
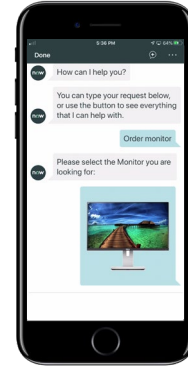
Predictive Intelligence

Use Predictive Intelligence to automatically categorize and route issues to the right resolution team, while empowering technicians with AI-assisted answers for faster resolutions. Predictive Intelligence applies machine learning to historical request patterns, allowing it to become increasingly accurate in its predictive recommendations.

End User benefit—Greater productivity and satisfaction

IT/Business benefit—Higher agent productivity and faster issue resolution due to AI assistance
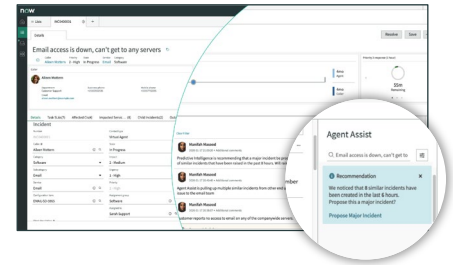

Performance Analytics

Enable stakeholders and subject matter experts—workers, owners, and executives—who are responsible for successful service delivery to make smarter, real-time decisions based upon Performance Analytics. With Performance Analytics, you can use data visualizations to anticipate trends, prioritize resources, and drive alignment with business goals.

End User benefit—Highly responsive services targeted to user needs

IT/Business benefit—Allows for IT-business alignment with data-driven decisions from real-time dashboards
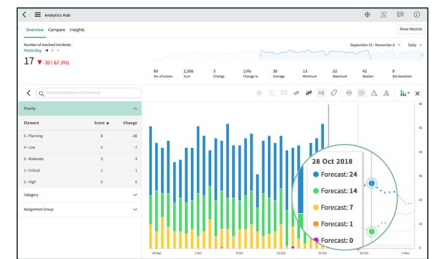

Continual Improvement Management

Align your data, people, and business goals to empower the organization to achieve continual improvement in a repeatable manner. With a structured framework and workflow, CIM enables cross-team collaboration and ensures all improvements—to processes and personnel skills—are efficiently reviewed and prioritized.

End User benefit—Engaging services that promote productivity and excellence

IT/Business benefit—Repeatably drive service excellence and innovation at lower OpEx and greater transparency
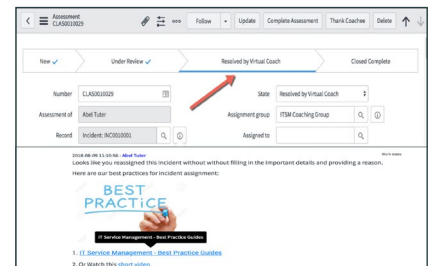
Capabilities in ITSM Pro

Service Owner Workspace

Track and analyze how your services are performing and which services need attention from a unified place. Integrate data from Vendor Management Workspace, Contract Management, SLA Contracts, Risk Management, and Continual Improvement Management (CIM) applications. Proactively solve service issues, lower service costs, and deliver great service experiences with a consolidated view of service portfolio and performance.

End User benefit—Highly available services that meet user needs

IT/Business benefit—Visibility that drives high service availability and quality at lower costs
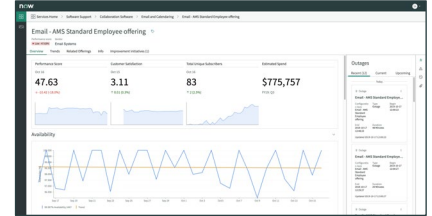
Vendor Manager Workspace

Monitor the performance of your company's vendors and manage all vendor-related information using the ServiceNow® Vendor Manager Workspace. Track and analyze how your vendors are executing on their goals and which areas need attention from a unified, central location. With consolidated insights into vendor profile and performance, you can make decisions that maximize value for your organization.

End User benefit—Seamless delivery of high-quality vendor services

IT/Business benefit—Greater vendor service satisfaction and trust, lower service costs
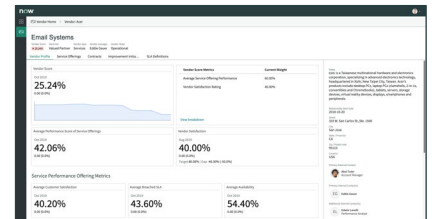
Dynamic Translation

Use Dynamic Translation to remove language barriers in delivering outstanding services to your end users. Dynamic translation is part of the Now Platform and enables support staff to view/respond to foreign language queries in their own native language with the click of a button. Enable your support staff to scale globally without the need for having native language speakers on shift.

End User benefit—Prompt resolution of issues from around the globe without language barriers

IT/Business benefit—Support staff capable of handling issues from countries that speak foreign languages
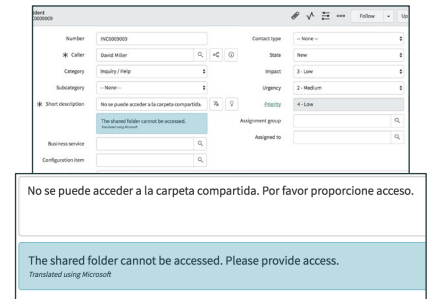
Continuing Learning

Customer Success Center

Customer Success Center (CSC) is the one place to find the most insightful tools, content, and resources to support your objectives and get to your desired outcomes faster. CSC's resources were created by ServiceNow experts and show you:

- How to overcome common obstacles in your ServiceNow journey
- Proven activities to accelerate and increase the value you get from ServiceNow
- Access to the Success Navigator, Value Calculators, and best practices
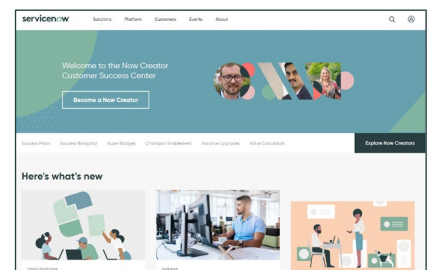
Forrester Total Economic Impact™

Learn how to improve your IT productivity, service levels, and costs. Read the Forrester Total Economic Impact™ of ServiceNow study to see how you can:

• Achieve 20% increase in IT fulfiller efficiency
• Reduce high-priority incidents by 25%
• Enjoy higher employee productivity and see a 15-point rise of CSAT scores
• Increase project performance and automation by 20%
• Avoid $4.2M legacy solution costs (over three years) and get 229% ROI within seven months

ServiceNow® Global Services

ServiceNow® Global Services is comprised of both ServiceNow® Professional Services and ServiceNow® Education Services. This is the "secret sauce" that drives business transformation and allows you to thrive and achieve your business goals.

To learn more

Visit ServiceNow ITSM to learn more:
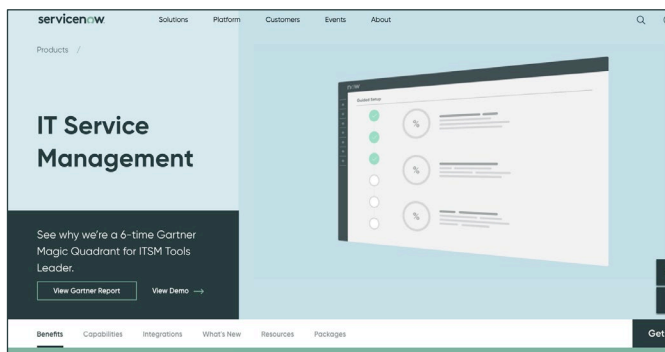
Visit Modernize and automate IT to learn how to digitally transform your organization:
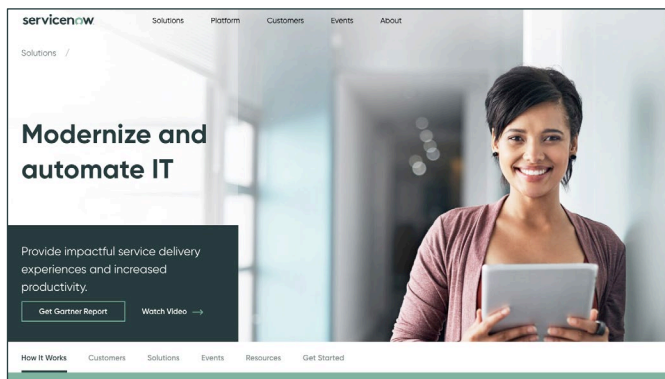
> 66
> SeviceNow ITSM Pro accelerates your digital transformation and elevates your user experience with built-in machine learning and AI-powered chatbots. It also improves your IT productivity by over 20% with structured machine learning that automates routine tasks.

servicenow.

servicenow.com