

servicenow™

The Future of Work

Emerging Trends in Enterprise IT and the Digital Transformation

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Solution Consulting, US Federal

Rule #4





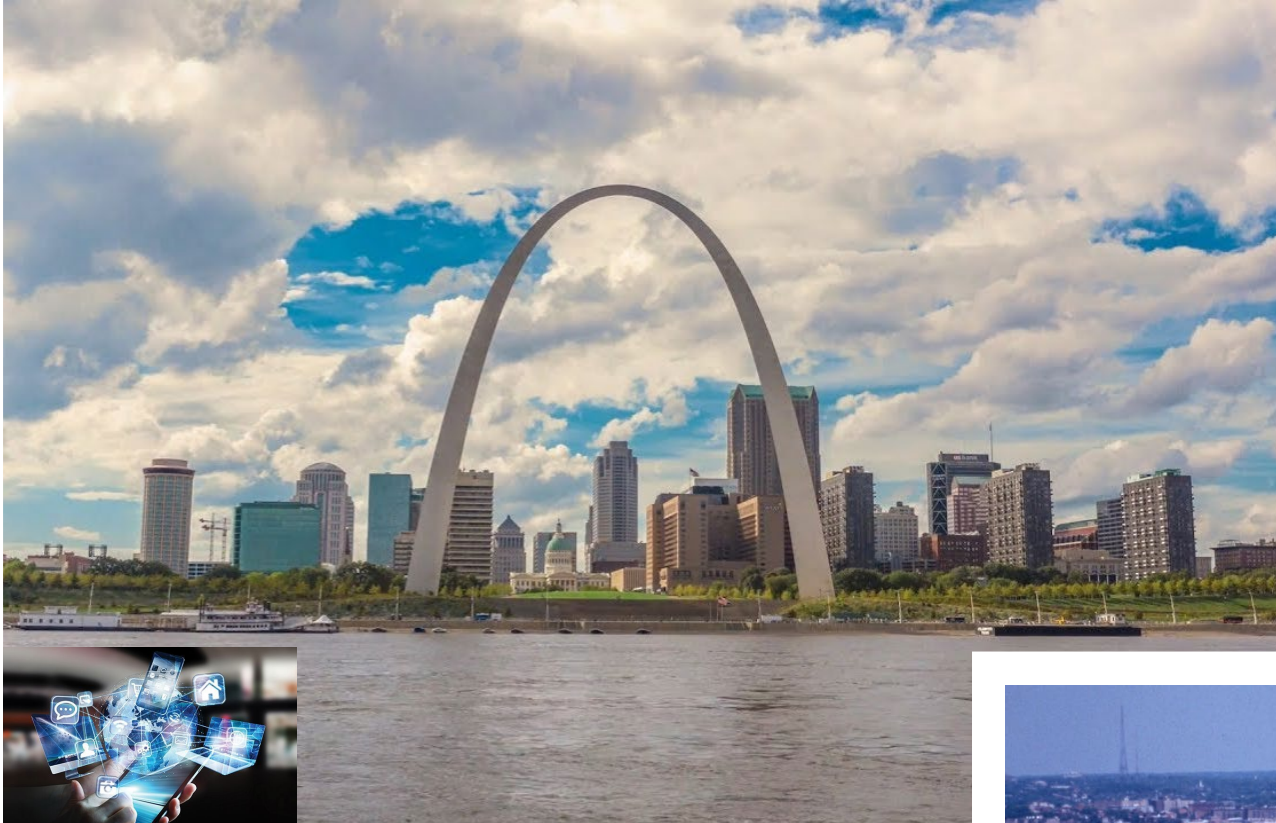
Bag tag?



Modernization



Transformation





Modernization



Transformation

IT becomes the enabler



Elevate Service Experience Agenda

IT Services Initiatives

Simple employee engagement experience

One portal to find answers & get help

Deliver amazing service experiences

High employee productivity

Automate processes like on/off boarding in repeatable way

Leverage AI/ML to expand services team

Insights to continually improve

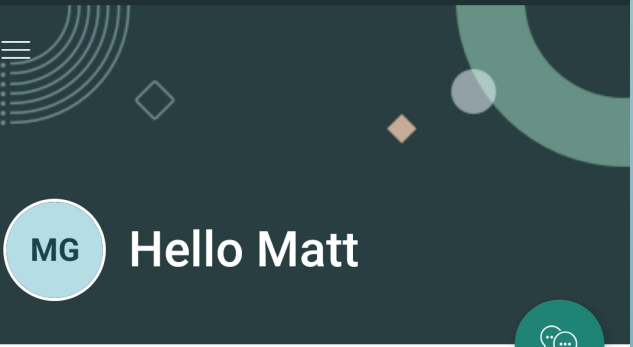
Measure satisfaction with enterprise services

Track service delivery metrics against goals



1:59 AT&T

49%



MG Hello Matt

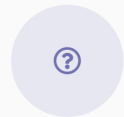


My Stuff

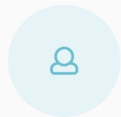
My Approvals

My Requests

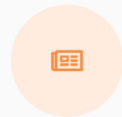
Apps



Get Help



Employee Finder



Customer Insight



Conference Roo...

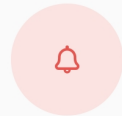
Info and Feedback



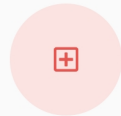
Feedback



What's New



Employee Outreach



Emergency Co...

Virtual Assistant - Employee Portal
 https://surf.service-now.com

Today 07:13AM

Hi Matt!

How do I increase my credit card limit MG

Would you like: to request a new card, a replacement card or to increase your credit limit?

New Card Replacement Card

Limit Raise

Limit Raise MG

Would you like to increase the limit on a travel card or purchase card?

Travel Card Purchase Card

Travel Card MG

Will this amount be permanent or temporary?

Temporary Permanent

Permanent MG

How much would you like to add to your credit limit?

\$5,000.00

\$5,000 \$50,000

\$5000

Type here ...

ServiceNow purpose

**We make the world
of work, work better
for people.**



now™

When I started ServiceNow in 2004, my vision was to build a cloud-based platform that would enable regular people to route work effectively through the enterprise.

Fred Luddy, Founder



Platform for Modernization and Transformation



Now Platform[®]

The intelligent and intuitive platform for work.[™]

3 Workflow Experiences



IT



Employee



Customer



Workflow Apps

Now Platform App Engine

Build enterprise workflow apps fast



Partner Apps

We deliver enterprise digital workflows that create great experiences and unlock productivity.



Now Platform

The intelligent and intuitive platform for work™

3 Workflow clouds

IT Transformation

Employee Experience

Customer Service

Transform the IT experience

- ITSM
- ITBM
- DevOps
- Now Platform

The next-generation employee experience

- ITSM
- HRSD
- Now Platform

The fastest path to customer satisfaction

- CSM
- Now Platform

Intelligent operations for your business services

- ITOM
- ITAM

Enterprise digital workflows

- Finance Ops
- App Store

The response engine for security and enterprise risk

- Security Ops
- GRC

