

ServiceNow



ServiceNow makes the world work better for everyone

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INTRODUCTION

ServiceNow is a software platform that supports ITSM and automation common business processes(ITBM). This is a platform-as-a-service(PaaS) provider of service management

This software-as-a-service (SaaS) platform contains a number of modular applications

This is also a infrastructure-as-a-service(IaaS).

It was founded in 2003 by

FredLuddy

DavidLoo

Don Goodliffe

Bow Ruggery

WHAT IS SERVICENOW

servicenow



- Servicenow is a IT Service Management tool designed as per ITIL guidelines.
- This is a cloud platform with one user interface and one data model.
- The main vision of servicenow is build a cloud based platform that would enable regular people to create a meaningful application to route work through enterprises.

BENEFITS OF SERVICENOW

Hosted in the cloud

Based on ITIL

Customizable

Data confidentiality and integrity

Improved operational tracking

Continuity of service

Customer self service

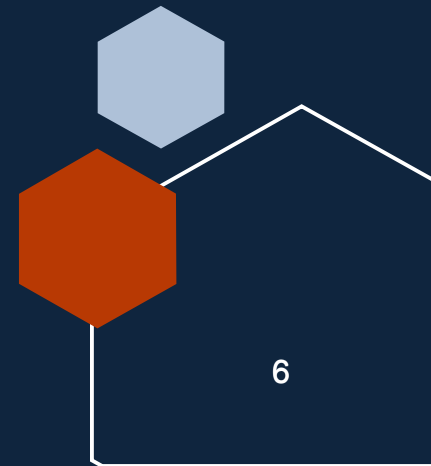
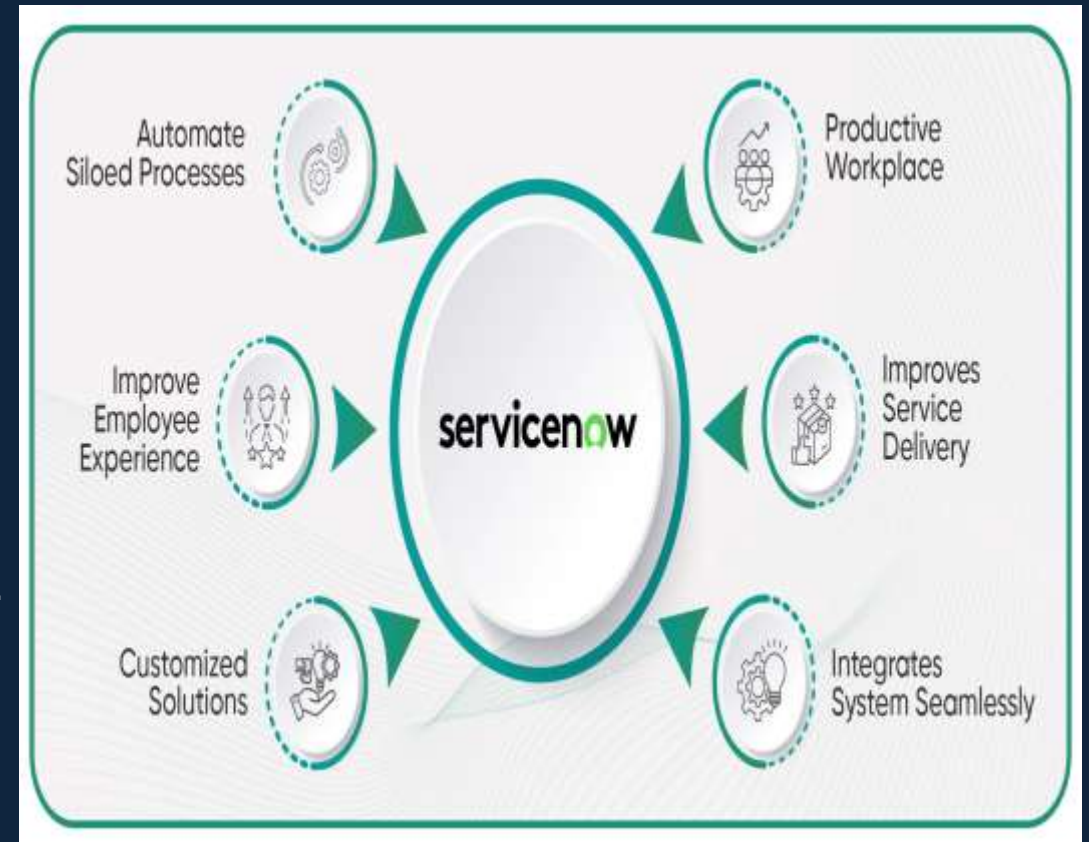
Powerful reporting

On demand IT Service Management



WHY IS SERVICENOW?

- Reduction of ITSM costs by 60% to 80%.
- Uses technology as a tool.
- Process improvements with agility and low risk.
- Uses servicenow technology as a tool is not a barrier.
- Don't have to choose between upgrading and configuring.



WHO USES SERVICENOW?

- **Employees-** To request IT business services.
- **IT support staff-** To manage service requests, incidents and problems.
- **Administrators-** To manage applications available to selected users, granting them roles and other access controls.
- **Implementers-** To deploy process applications and platform features that address an organization business needs.
- **Developers-** To create new functionality with scripts or custom applications to extend standard configurations.

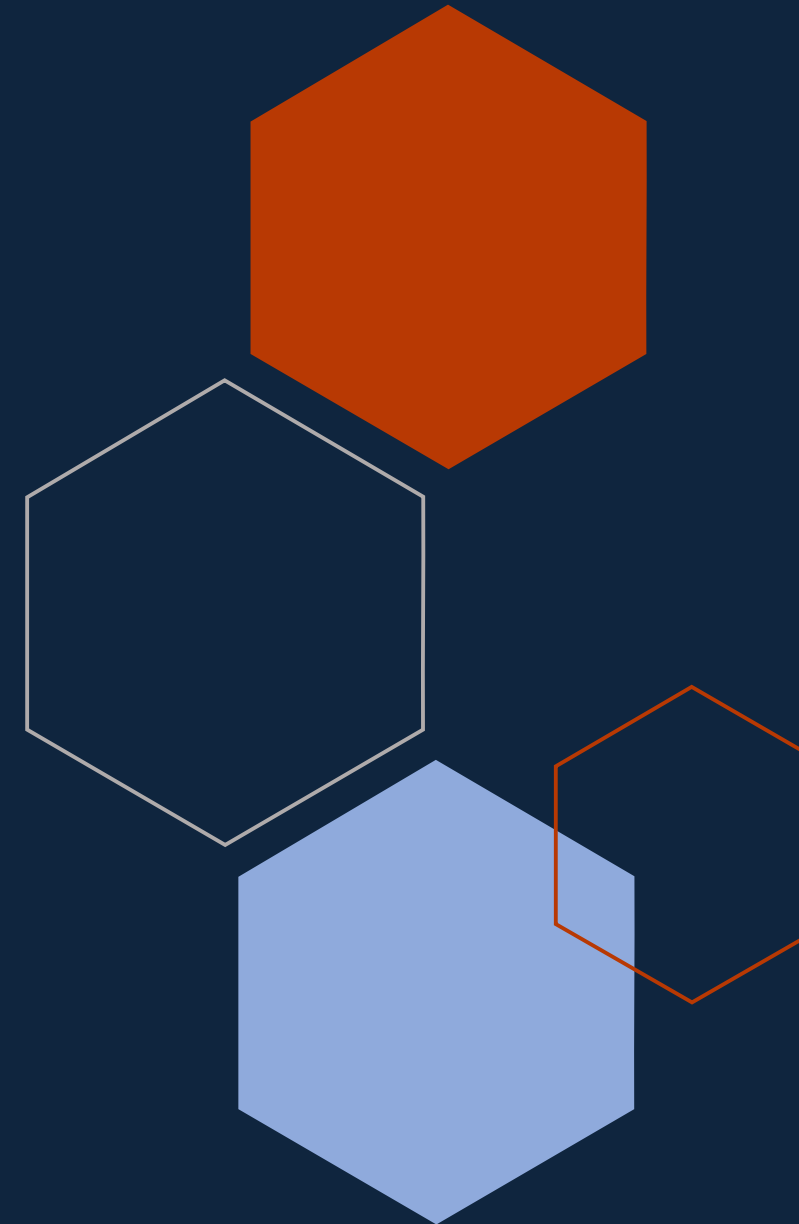


WHO CAN LEARN SERVICENOW

There are no prerequisites to learn servicenow.

Although awareness of programming knowledge would be little helpful during the course.

Every API feature used, will be based on the servicenow platform.



Products of ServiceNow

AI Agents

Customer Service Management

IT Service Management

IT Operation Management

HR Service Delivery

Strategic Portfolio Management

IT Asset Management

Integration Hub

Security Operations

Field Service Management

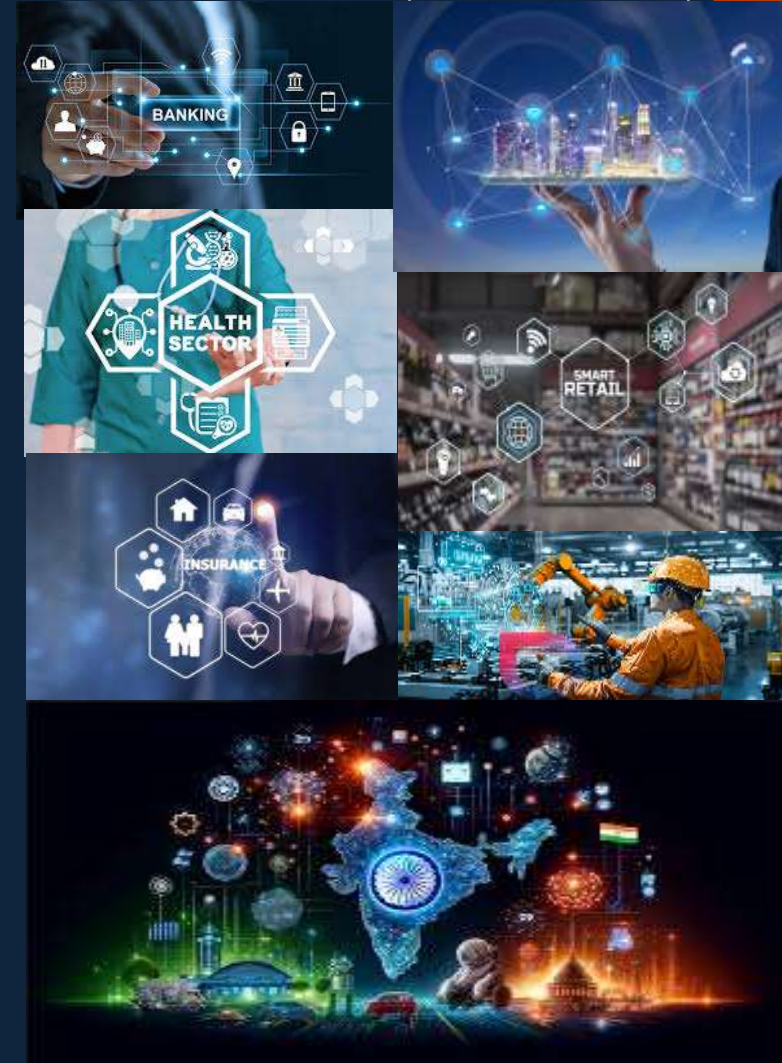
App Engine

ServiceNow Impact Success Plan



Industries

Automotive
Technology Providers
Banking
Telecom
Insurance
Life Sciences
Health Care
Manufacturing
Retail
Nonprofit
Consumer Packaged Goods
National Government



Future initiatives

1. Product enhancement. Introduce regular updates and features to enhance product offerings.
2. Technology integration. Explore emerging technologies for potential integration into our operations.
3. Collaborative partnerships.





Conclusion

ServiceNow is a versatile and powerful platform that can significantly benefit business by improving IT services management, streamlining workflows, and enhancing operational efficiency.



Thank you