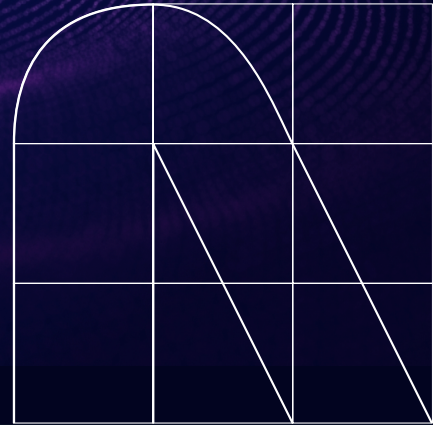


Introduction to ServiceNow

Efficiency Through Innovation



ServiceNow seamlessly automates and optimises enterprise operations, turning complex manual tasks into streamlined, digital workflows by enhancing productivity and connectivity.

Imagine a platform that not only revolutionises the way work is done but transforms it into a seamless flow of digital operations. ServiceNow is that platform—a comprehensive cloud solution that propels businesses into the future by simplifying the complex.

Core Features

Digital Workflow Automation

Imagine eliminating bottlenecks and streamlining operations across your entire organisation with intelligent, automated workflows. ServiceNow's platform does just that, with an intuitive interface that lets you tailor every process to meet your unique business needs, enhancing efficiency and reducing manual intervention.

AI and Analytics

With ServiceNow, artificial intelligence isn't just a buzzword—it's a core feature that drives smarter decisions. From virtual agents handling routine inquiries to predictive analytics forecasting future trends, ServiceNow turns data into actionable insights, empowering your team to focus on innovation rather than administration.

Cloud Services

Built on a robust, scalable cloud infrastructure, ServiceNow delivers

unparalleled reliability and security. Designed to meet the rigorous demands of the modern enterprise, it ensures your operations are always running smoothly, with compliance and data protection at the forefront.

Integration Capabilities

ServiceNow acts as the central nervous system for your enterprise, seamlessly connecting disparate systems and applications. Whether it's ERP, CRM, or legacy tools, ServiceNow integrates effortlessly, ensuring a unified, efficient workflow across your organisation.

Benefits

Streamlined Operations

Dive deeper into the heart of efficiency with automated processes that cut through complexity, allowing your team to deliver faster and more reliably than ever before.

Customisable User Experiences

Create engaging, intuitive portals and apps that cater to the unique needs

“Elevating enterprise efficiency with state-of-the-art automation, predictive analytics, and seamless integrations, transforming complex workflows into streamlined successes.”

of your employees and customers, making every interaction with your business a positive one.

Future-Ready Scalability:

With ServiceNow's cloud-based flexibility, scale your operations to meet tomorrow's business needs today. Whether it's rapid growth or adapting to new challenges, ServiceNow grows with you.

Operational Excellence

Achieve new levels of efficiency as ServiceNow streamlines and automates IT and business processes. Reduce manual work, lower the chance of errors, and improve the speed and quality of service delivery across your organisation.

Enhanced Decision-Making:

With real-time insights and predictive analytics, ServiceNow empowers leaders to make informed decisions. Understand the health of your services, anticipate issues before they occur, and allocate resources more effectively.

Strengthened Security Posture

Enhance your enterprise's security with ServiceNow's integrated risk management and compliance solutions. Automate risk assessments, manage vulnerabilities, and ensure that your operations adhere to global compliance standards.

Cost Reduction and ROI

By optimising processes and reducing the reliance on manual tasks, ServiceNow significantly lowers operational costs. Improved efficiency and productivity lead to a faster return on investment, driving business growth.

ServiceNow for ITOM (IT Operations Management)

ServiceNow for ITOM empowers organisations to manage and optimise their IT infrastructure with unparalleled efficiency and visibility. By automating the discovery of infrastructure components, ServiceNow ITOM provides a comprehensive view of all IT resources, including on-premises data centers and cloud services. This unified visibility enables IT teams to proactively identify service issues before they impact business operations, ensuring high availability and performance. ITOM's automation capabilities extend to event management, reducing noise through intelligent correlation of events, and automating response actions to resolve issues faster. With ServiceNow ITOM, businesses can streamline operations, reduce costs, and improve service levels by leveraging actionable insights to drive operational excellence and strategic planning.

ServiceNow for ITSM (IT Service Management)

ServiceNow ITSM transforms how organisations manage IT services by centralising and automating service management processes. Designed to improve the efficiency and delivery of IT services, ServiceNow ITSM facilitates a better service experience for users and increases operational efficiency for IT teams. Through its intuitive, single-platform interface, ITSM integrates core service processes such as incident, problem, change, and request management. This integration not only speeds up resolution times but also improves transparency and communication between IT and the rest of the organisation. By implementing ServiceNow ITSM, companies can significantly reduce operational costs, enhance service quality, and deliver a more responsive, proactive service experience. Additionally, ServiceNow's commitment to continuous innovation ensures that ITSM capabilities evolve to meet the changing needs of businesses, promoting agility and resilience in a dynamic technology landscape.

Learn more about NTT DATA

nttdata-solutions.com

We Transform Solutions into Value.
We understand the business of our clients and know what it takes to transform it into the future.

