

# Winning the day with ITSM Pro and Enterprise

## Meet Adam

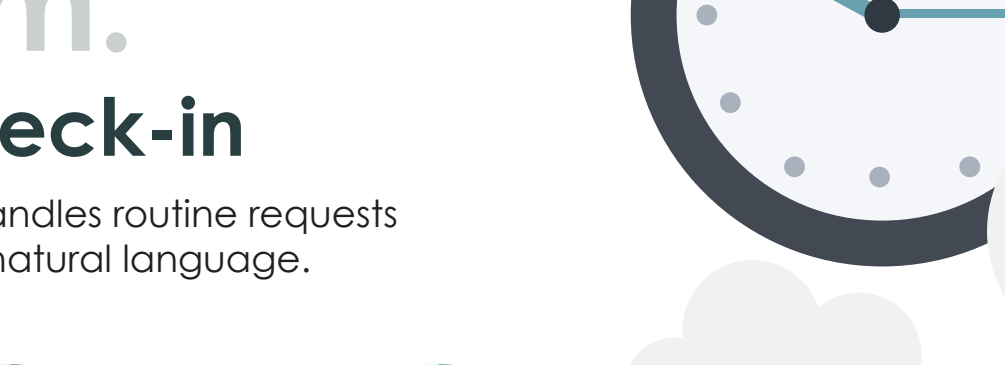
He was recruited as VP of IT Services for BigCorp eighteen months ago. His mandate: to increase IT service efficiency, proactivity, and productivity even further in today's digital world. As a ServiceNow ITSM customer, BigCorp was already driving extraordinary business outcomes and innovation. However, in his previous organization, Adam had witnessed first-hand the additional, powerful benefits gained by upgrading from ITSM Standard to ServiceNow Professional (Pro) and Enterprise. He knew that BigCorp could achieve their digital transformation goals by making this same leap.

Let's check in on Adam a year after deploying ServiceNow ITSM Pro and Enterprise to follow him on a regular workday.

### 9:00 a.m.

#### Quarterly budget meeting

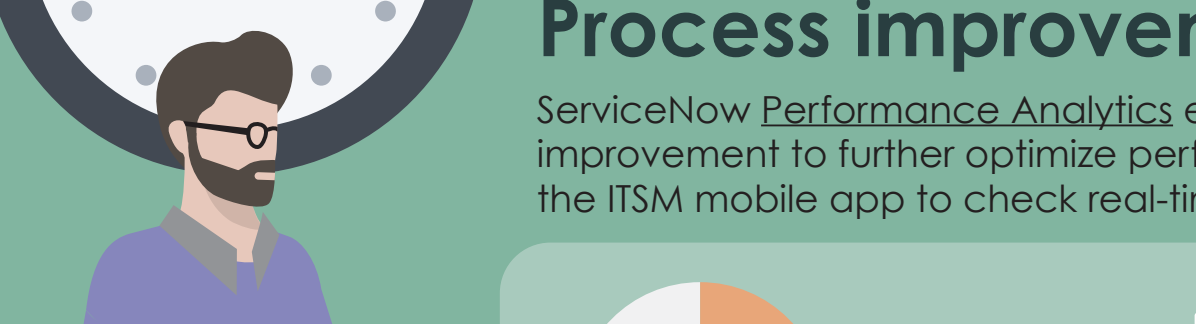
ServiceNow Continual Improvement Management Workbench ranks improvement initiatives by ROI and effort.



### 10:15 a.m.

#### Help desk check-in

ServiceNow Virtual Agent handles routine requests that users can submit using natural language.



\$20 and 20 minutes of user time saved per ticket<sup>6</sup>

### 11:00 a.m.

#### Process improvement meeting

ServiceNow Performance Analytics enables continuous improvement to further optimize performance. Adam uses the ITSM mobile app to check real-time performance.



### 11:30 a.m.

#### DevOps governance review

ServiceNow DevOps Change provides out-of-the-box integrations to dev tools and pipelines to automate development-related change creation and approvals. Adam notes that change submission processes are faster, and he's gained insights and audit data to better collaborate across teams.

Results automating change request creation and approvals:

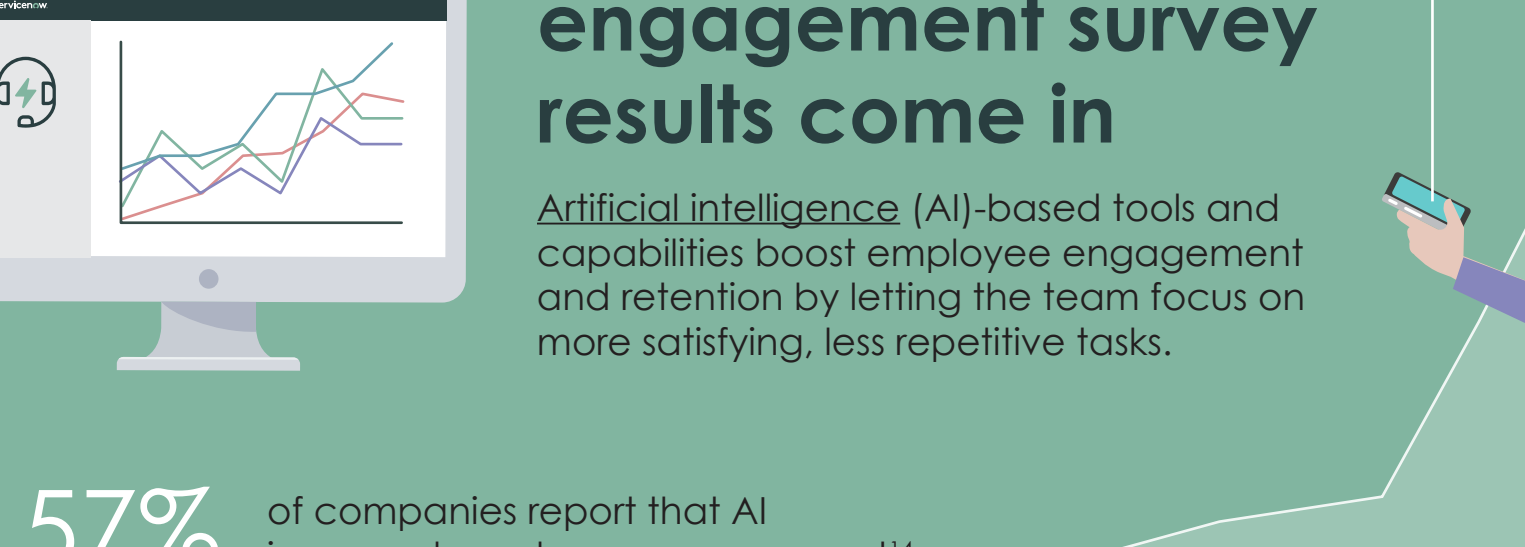
<1 min Change ticket creation<sup>18</sup>

<1 min Approvals only<sup>19</sup>

### 1:28 p.m.

#### P1 incident alert

ServiceNow Predictive Intelligence leverages machine learning to identify, prioritize and route a potential P1 incident based on a user's description.



### 2:45 p.m.

#### Help desk employee engagement survey results come in

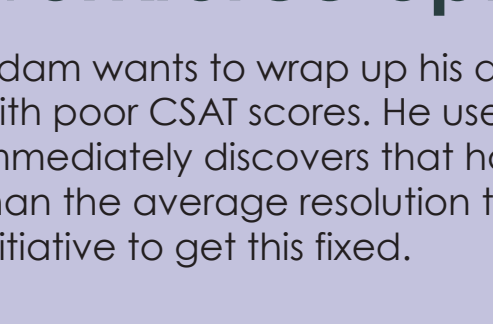
Artificial intelligence (AI)-based tools and capabilities boost employee engagement and retention by letting the team focus on more satisfying, less repetitive tasks.



### 3:00 p.m.

#### Service review

Service owners once had to cobble together performance data from multiple sources. ServiceNow Service Owner Workspace offers a single pane of glass to support service pipelines, increasing user satisfaction.



2x improvement in employee satisfaction<sup>17</sup>

### 4:00 p.m.

#### IT vendor performance assessment

Adam and the Vendor Manager from IT use the Vendor Management Workspace to ensure vendors are doing their part to support successful delivery of IT services, with multiple benefits:

- ✓ Independent reporting of SLAs and KPIs
- ✓ All IT vendor data in one, configurable dashboard
- ✓ Objective assessments from multiple sources, including user experiences

### 4:45 p.m.

#### Process optimization and workforce optimization huddle

Adam wants to wrap up his day by drilling into the survey data records with poor CSAT scores. He uses ServiceNow Process Optimization and immediately discovers that hardware support has been taking longer than the average resolution time. He submits a process improvement initiative to get this fixed.

Eliminate manual process analysis:

4 weeks reduction on time spent doing discovery and mapping per year<sup>20</sup>

\$30K saved on process assessment consultations per year<sup>21</sup>

\$20K saved on monitoring and reporting per year<sup>22</sup>

Then, Adam uses ServiceNow Workforce Optimization to review the performance of his application support team. Real-time coaching has helped the team achieve excellent performance. He smiles knowing he can achieve the same outcome for the hardware support team and improve their scores, too.

104 hours reduction on time spent doing discovery and mapping per year<sup>20</sup>

10% saved on process assessment consultations per year<sup>21</sup>

60% saved on monitoring and reporting per year<sup>22</sup>

### 5:15 p.m.

#### Homeward bound

Back at his desk, Adam recalls the bad old days of putting out fires and late nights in the office as he makes a last check-in on his ITSM mobile app before heading home.

- ✓ Approves requests from direct reports with simple swipes.
- ✓ Receives alerts of timely major-incident and P1-incident resolutions without having to intervene, **saving the company millions in lost revenue and productivity.**

Learn how to win your day and make IT an indispensable part of your company's digital strategy by upgrading to ServiceNow ITSM Pro and Enterprise. Visit [ServiceNow.com](https://www.servicenow.com) to learn more and view a demo.

Explore more about:

- [Continual Improvement Management](#)
- [Virtual Agent](#)
- [Performance Analytics](#)
- [DevOps Change](#)
- [Predictive Intelligence](#)
- [Service Owner Workspace](#)
- [Vendor Management Workspace](#)
- [Process Optimization](#)
- [Workforce Optimization](#)

## Sources

<sup>1</sup> "First solar drives continuous business improvement with ServiceNow"  
<sup>2</sup> Forrester Consulting, "The Forrester Certification of ServiceNow's Value Management Model, April 2020"  
<sup>3</sup> "Now on Now: How to radically enhance your IT service experience"  
<sup>4</sup> Chris Bedi, "How ServiceNow uses the Now Platform" to achieve a 13-point increase in NPS and a 25% case deflection rate," September 22, 2017  
<sup>5</sup> Result for large financial services enterprise using ServiceNow ITSM Pro  
<sup>6</sup> Jeffrey Rumburg, "Metric of the Month: Tickets Prevented," January 22, 2020  
<sup>7</sup> "KAR transforms IT service delivery using ServiceNow Performance Analytics"  
<sup>8</sup> Ibid.  
<sup>9</sup> Ibid.  
<sup>10</sup> Ibid.  
<sup>11</sup> "Now on Now: How to radically enhance your IT service experience"  
<sup>12</sup> Ibid.  
<sup>13</sup> "University of Maryland transforms IT service delivery with Now Intelligence"  
<sup>14</sup> Forrester, "The Impact Of RPA On Employee Experience, March 2019"  
<sup>15</sup> Ibid.  
<sup>16</sup> Forrester Consulting, "The Forrester Certification of ServiceNow's Value Management Model, April 2020"  
<sup>17</sup> "OHFT transforms IT with ServiceNow to align with the highest standards of care"  
<sup>18</sup> Result for large financial services company using ServiceNow ITSM and DevOps Change  
<sup>19</sup> Ibid.  
<sup>20</sup> Projected customer savings stats from ServiceNow Business Value  
<sup>21</sup> Ibid.  
<sup>22</sup> Ibid.  
<sup>23</sup> Ibid.  
<sup>24</sup> Ibid.  
<sup>25</sup> Ibid.