



3 STAGES FOR OPTIMIZING IT SERVICES AND OPERATIONS








Your journey to deliver extraordinary experiences and productivity for digital-first business growth

servicenow.

handcloud
solutions



Contents

	Unleash innovation and transformation	03
	Stage 1: Expand technology services	04
	Stage 2: Deliver the extraordinary	05
	Stage 3: Accelerate innovation	06
	Extend automation everywhere	07
	Lay a foundation for growth	08
	Get resources to learn more	09

Tear down silos by unifying IT services and operations

Siloed services and operations teams can no longer keep pace with the technology demands of today's digital-first world. As hybrid workforces and dynamic services grow, the weight of supporting legacy systems and processes inhibits investment in the innovation your organization most needs to succeed. When technology services and operations teams, tools, and workstreams remain divided in a decentralized IT environment, it's hard to achieve governance or efficiency—resulting in overworked staff, lost productivity, and poor employee and customer experiences.

That's why 78% of organizations are turning to service operations,¹ an approach that unifies IT service and IT operations management for better delivery of digital business services. By bringing together these functions onto a single cloud platform such as ServiceNow, you can reduce costs, scale for growth, enact best practices, and deliver extraordinary experiences that drive better business outcomes.

If nothing changes, your company could:

Risk falling behind competitors

- **93%** of organizations have adopted or have plans to adopt a digital-first business strategy.²

Lose revenue and damage brand

- **52%** of companies take up to 3 hours to resolve a service outage, 23% take 4-8 hours, and 7% take a day or more.³

Struggle to adapt to change

- **93%** of C-suite executives worry their operating models can't keep pace.⁴

¹EMA, [Automation, AI and the Rise of ServiceOps](#), 2023

² Foundry, [Digital Business Study](#), 2023

³ EMA, AI Service Management: The convergence of ITSM and ITOps, 2022 (not published for public use)

⁴ Accenture, [The resilient operating model](#), 2021



Unleash innovation and transformation

Burdened with legacy tools, talent shortages, and siloed data, traditional IT teams are overwhelmed and struggle to support organizationwide innovation. But you can help unleash development and transformation by unifying IT services and operations on a single cloud platform. In doing so, your teams gain complete visibility of the IT estate to provide modern, cost-effective services, even across hybrid and multicloud environments. They can also scale with AI to resolve common employee requests, as well as predict then rapidly remediate IT issues to keep digital services running 24/7. This all results in the ability to govern all things IT while efficiently delivering extraordinary technology experiences.

Forrester Consulting validates the business value of ServiceNow service operations via Total Economic Impact™ assessment data collected from customers.⁵

68% reduction in service maintenance activities

30% improvement in productivity for service desk request fulfillment

80% less manual effort to handle change-window blackouts

25% improvement in productivity for critical outage resolution

67% reduction in effort to map a service

In this guide, you'll discover a practical, three-stage approach for automating and optimizing IT services and operations on a single cloud platform:



1. Expand services cost-effectively

Scale your technology services while reducing costs by shifting investments from siloed systems to business-driving tools.



2. Deliver stellar experiences

Ensure extraordinary employee and customer experiences, as well as productivity, by fulfilling requests efficiently and keeping digital services running 24/7.



3. Accelerate productivity and innovation

Expedite development by improving productivity across the organization and managing change without disruption.

⁵ Forrester, The Total Economic Impact™ of ServiceNow—Validated Financial Model Data: Validated default inputs and benefit metrics, 2022



STAGE 1

Expand technology services while reducing costs

Imagine how much faster your technology services and operations teams could move to scale and improve the services they offer if all the capabilities they needed were in one place. A single cloud platform that automates key IT processes such as incident, problem, change, and configuration management database (CMDB)—tied closely with IT operations capabilities such as discovery and business service mapping—enables organizations to consolidate multiple tool sets and administrative overhead. With service operations from ServiceNow, you'll have the power to:

- **Streamline discovery of infrastructure and services,** then provide shared visibility using a common service data model.
- **Automate core service and operations processes** such as incidents, changes, and common requests.
- **Gain visibility of technology infrastructure resources,** applications, and assets across on-premises, mobile, and cloud environments, in one location.

Take advantage of the leading automation engine for service operations as well as a unified catalog of services to expedite employee requests for technology services.

SERVICE OPERATIONS IN ACTION



Danske Bank unlocks value and spurs innovation

Danske Bank wanted to standardize its IT operations on a single platform that would scale across the organization. With ServiceNow, Danske Bank has created a foundation for enterprisewide innovation that improves risk management and enhances the employee experience.

[→ Read Story](#)

"The consolidation and standardization of our services onto a single platform enables us to continuously improve our capabilities."

Jacob Elfving
Development Manager for IT Operations, Danske Bank

93% reduction in high-priority incidents

6X improvement in time to restore services

90% portal adoption rate by employees in 2 weeks



STAGE 2

Deliver extraordinary employee and customer experiences

Take advantage of the leading AI-driven automation engine for service operations to expedite employee requests and help service teams efficiently deflect requests. When IT issues do arise, you can use of generative AI to speed remediation and inform next best steps. Your teams can prioritize and troubleshoot much faster with the knowledge of similar historical events to resolve any level of incident. In IT operations, use predictive AIOps to prevent critical outages and identify anomalies before they become issues. With service operations from ServiceNow, you can:

- **Deliver a unified, cloud-based catalog experience** for employee requests with AI-powered virtual agents providing service 24/7.
- **Boost staff productivity** by deflecting common cases and improving issue routing and recommendations.
- **Maintain services 24/7 using AIOps** to quickly identify anomalies and remediate incidents and outages.
- **Expedite resolutions with generative AI analysis** for troubleshooting and summarizing next steps.
- **Increase development velocity while minimizing risks** with automated DevOps changes and alerts in AIOps workflows.
- **Improve effectiveness of workforce and processes** by monitoring team workload, schedule, and performance.
- **Empower SRE teams to manage distributed teams** and their services with automation, driven by service level objectives (SLOs).

SERVICE OPERATIONS IN ACTION



Novant Health delivers exceptional experiences to patients and employees

Novant Health wanted to create remarkable customer experiences for its staff, eliminating or automating many redundant, mundane employee tasks. By implementing a single, streamlined platform from ServiceNow, Novant Health automated much of the ticketing process, improved self-service, and simplified the resolution process.

[→ Read Story](#)

"Team members can now focus on helping with chat or the service desk. We're creating flexibility and adding value."

Franck Nkashama
Process Architect, Novant Health

28% hours per week of redundant support work eliminated

50% reduction in workload through self-service

30% fewer ticket reassignments



STAGE 3

Accelerate productivity and innovation

Once you've started on your AI-based automation journey, it's time to ensure continuous improvement and robust governance of your service operations. Use unique tools—based on best practices—to optimize vendors, digital portfolios, cloud infrastructure, your IT workforce, and your processes. You'll be able to minimize outages and recover more resources, then channel productivity savings toward a bigger, better innovation pipeline. With service operations from ServiceNow, you'll have the power to:

- **Drive process management best practices** across the organization to reduce risk and increase efficiency.
- **Optimize your workforce and workflows** to boost productivity and increase customer satisfaction.
- **Ensure vendors and internal teams are meeting their objectives** by allowing service owners to define scope, quality, and speed.
- **Support development teams with self-service access** to resources across multiple clouds to improve visibility of applications and assets.
- **Provide service owners with one place to manage** their IT service portfolio, so they can make informed, strategic investment decisions.

SERVICE OPERATIONS IN ACTION



NTT Docomo rolls out zero-touch service operations

NTT Docomo sought to automate resolution of telecommunication system failures before they led to extended outages. Using ServiceNow® IT Service Management, the company sped up recovery times and significantly reduced the number of staff involved in maintenance, while increasing the quality of work and eliminating the risk of human error.

[→ Read Story](#)

"If we can redeploy personnel by automating certain tasks, they can actively contribute to more strategic transformation initiatives."

Yuki Nagaguro

Senior Associate, International Service Technologies, Services Operations Department, Network Division, Docomo

75%

decrease in time to recover

30%

of staff redeployed to impactful work

100%

elimination of human error by automating maintenance



Extend automation everywhere

ServiceNow workflows can move mountains of automation, elevating the employee and customer experience while driving efficiency across the enterprise. But chances are, you also have unique manual workflows and islands of complex technology that won't be covered by our packaged solutions.

Intelligent automation from ServiceNow is made up of key low-code tools and connectors to help you blaze the trails of automation between the mountains and ascend the highest peaks. You will have the end-to-end automation you need to quickly create custom apps and unify disparate systems. And that means faster innovation and reduced costs for your organization. You can take advantage of this technology to:

- ✓ Optimize manual or legacy processes to deliver extraordinary customer experiences.
- ✓ Uncover new automation opportunities and gain full visibility into operational health.
- ✓ Connect any system, data, or document to ServiceNow workflows.
- ✓ Expand your pool of AI-enabled developer talent to rapidly build low-code apps.
- ✓ Increase the productivity of your most skilled developers with the power of generative AI.
- ✓ Apply enterprise standards to govern app quality and data security.

Turn to ServiceNow to respond faster to changing business needs in service operations. Use a single automation platform that connects people, processes, and systems to both packaged and custom digital workflows.

[→ Learn More](#)

5x more automation is enabled by market leaders vs. their counterparts.

Bain & Company, [A New Dawn for Automation](#)



Expected outcomes from extending automation in the enterprise

- 20%** increase in revenue and pipeline
- 15** legacy apps consolidated onto one platform
- 40%** drop in manual transaction processing
- 4X** faster delivery of apps

Source: ServiceNow customer results from [case studies](#).

Get even more value from service operations with the help of [a ServiceNow partner](#).



Lay a foundation for digital-first business growth

When you unify IT services and operations on a single platform with ServiceNow, you can deliver cost-effective and stellar services—even in hybrid or multicloud environments. Then you can invest the hours you gain from dramatic productivity improvements into accelerating development, innovation, and digital-first business growth.

SERVICES

OPERATIONS

Start with a solid data foundation

- ✓ Service Graph Connectors
- ✓ ServiceNow® Discovery

Modernize on a single platform

Automate core processes

Accelerate innovation



Expand technology services while reducing costs



Deliver extraordinary employee experiences and resiliency



Drive technology best practices with optimized processes



→ **Achieve digital-first business growth with service operations**

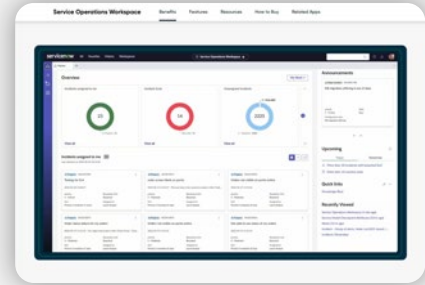


For a deeper exploration of service operations at ServiceNow, we recommend:

Service Operations Workspace

See how IT service agents and operators can break down silos and collaborate to predict, prevent, and resolve incidents proactively with shared visibility into issue context.

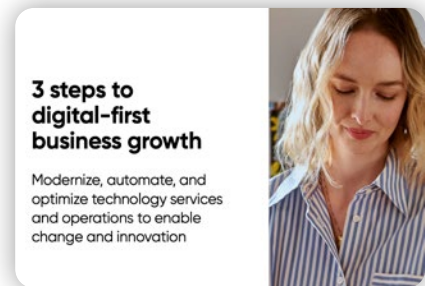
[Visit Page](#)



3 steps to digital-first business growth

Discover how unifying IT services and operations on a single cloud platform allows you to scale for growth and deliver excellent digital services—while still maintaining effective governance.

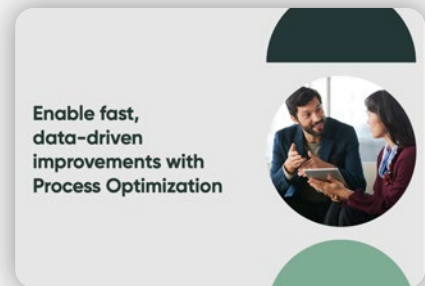
[Get White Paper](#)



Enabling fast, data-driven improvements

Learn how complete visibility into process flows will let you instantly monitor and analyze performance, check conformance, then continually optimize and improve.

[Read Solution Brief](#)



servicenow.

About ServiceNow

ServiceNow (NYSE: NOW) makes the world work better for everyone. Our cloud-based platform and solutions help digitize and unify organizations so that they can find smarter, faster, better ways to make work flow. So employees and customers can be more connected, more innovative, and more agile. And we can all create the future we imagine. The world works with ServiceNow™. For more information, visit www.servicenow.com.

© 2024 ServiceNow, Inc. All rights reserved. ServiceNow, the ServiceNow logo, Now, Now Platform, and other ServiceNow marks are trademarks and/or registered trademarks of ServiceNow, Inc. in the United States and/or other countries. Other company names, product names, and logos may be trademarks of the respective companies with which they are associated.

handcloud
solutions

En HandCloud, unificamos y automatizamos procesos y flu...

HandCloud Solutions

+52 55 7921 8868

handcloud.solutions