

# ServiceNow IT Service Management

## Slow, complex, and unreliable legacy IT solutions are weighing you down

Your business asks a lot of your IT organization. But delivering exceptional IT services that connect every corner of your business is infinitely harder when you're using legacy IT tools, systems, and processes. Your workday is regularly spent feeling frustrated and overwhelmed instead of evolving and innovating, leading to:

- Poor employee experiences riddled with manual processes, long resolution times, and disconnected tools and teams
- Wasted time, money, and productivity maintaining old systems that are incompatible with new technologies
- Unclear visibility into service performance, preventing your teams from using reliable data to address critical business needs and scale your technologies

## You need IT solutions that are fast, simple, and reliable

We know that when your IT works, your business works. ServiceNow IT Service Management (ITSM) intelligently delivers IT services with the ServiceNow AI Platform® to help IT organizations:

Create exceptional experiences for employees 24/7

Boost IT staff productivity with AI and automation

Deliver resilient, reliable, and proactive services

ServiceNow ITSM uses AI, data, and workflows to automate core IT processes, resulting in faster resolutions, improved collaboration, and easy-to-use self-service. With the ServiceNow AI Platform as the foundation, and the power of proactive AI agents fueled by contextualized business data, IT organizations can transform their IT service experience with industry leading scale, trust, and resiliency.

## Results that deliver real value to your business

Why do 85% of the Fortune 500 use ServiceNow ITSM? The data says its all:

99%

of incidents closed satisfactorily

15-25

minutes saved per major incident

50%

reduction in Priority 1 cases

Let's see how ServiceNow ITSM's revolutionary capabilities help make the world work better for everyone.

LAB<sup>3</sup>

### LAB<sup>3</sup> Pty Ltd

- Industry: Technology
- Location: Melbourne, Australia

### Products

- IT Service Management
- Now Assist for IT Service Management
- Customer Service Management
- Now Assist for Customer Service Management
- Now Assist for Creator

### Results

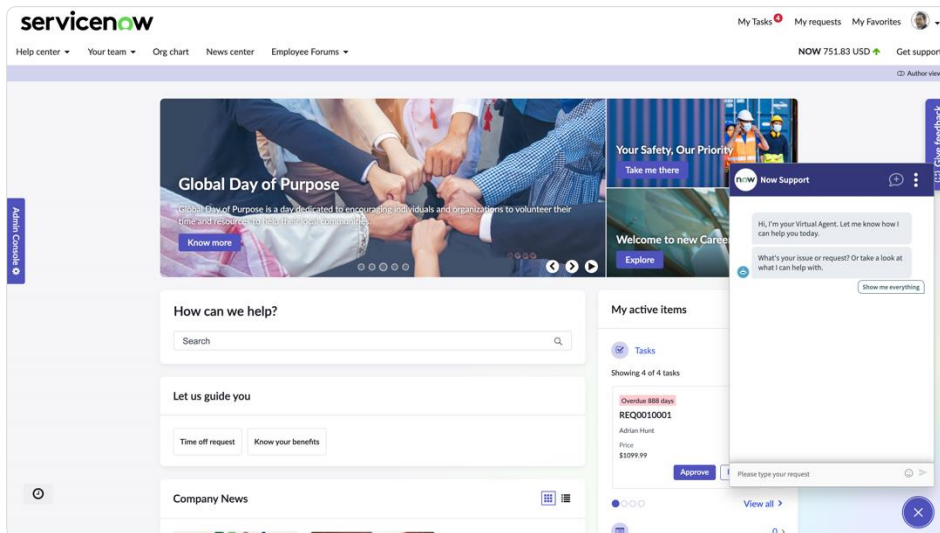
- >47% decrease in mean time to resolution with AI
- 46% reduction in workflow bottleneck
- 20% uplift in self-service rate

[Read Story](#)

See how we work for people

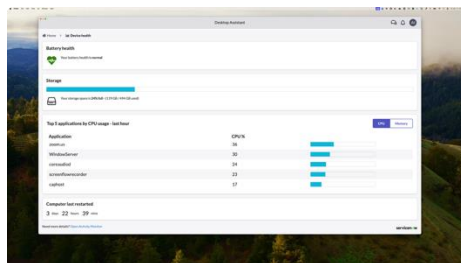
[Watch Demo](#)

# Create exceptional experiences for employees 24/7



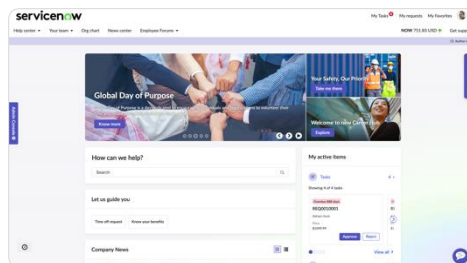
## AI Agents

Provide intuitive 24/7 support to help employees self-resolve issues faster by using AI agents built for, not bolted on, the ServiceNow AI Platform. Build agentic AI workflows to power conversational virtual agents and AI search capabilities, making it easier for employees to get personalized and relevant answers—not search results.



## Digital End-user Experience (DEX)

Give employees 24/7 access to self-service tools for fast identification, diagnosis, and resolution of many IT issues. Monitor device and application data in real-time to proactively address service issues before they disrupt employees.



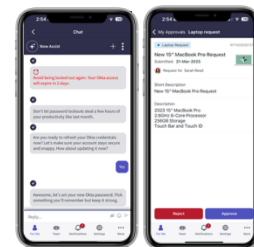
## Employee Center Pro

Enable employees to request services from a unified portal to easily get help from IT, HR, finance, and other departments. Keep everyone engaged, productive, and informed about company news, updates, and resources.

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We're starting to change the way people search for information with AI. They're saving a lot of time and reducing the number of questions logged.

— Mark Blyth, Head of Business Solutions, Mears Group | [Read More](#)



## Now Mobile

Empower employees to get work done from anywhere, anytime. They can find answers and complete tasks across IT, HR, facilities, finance, legal, and other departments—all on a single mobile app powered by the ServiceNow AI Platform.

**Explore how ServiceNow works for employees**

Application availability varies by package

AI Agents

Now Assist for ITSM

Digital End-user Experience

Employee Center Pro

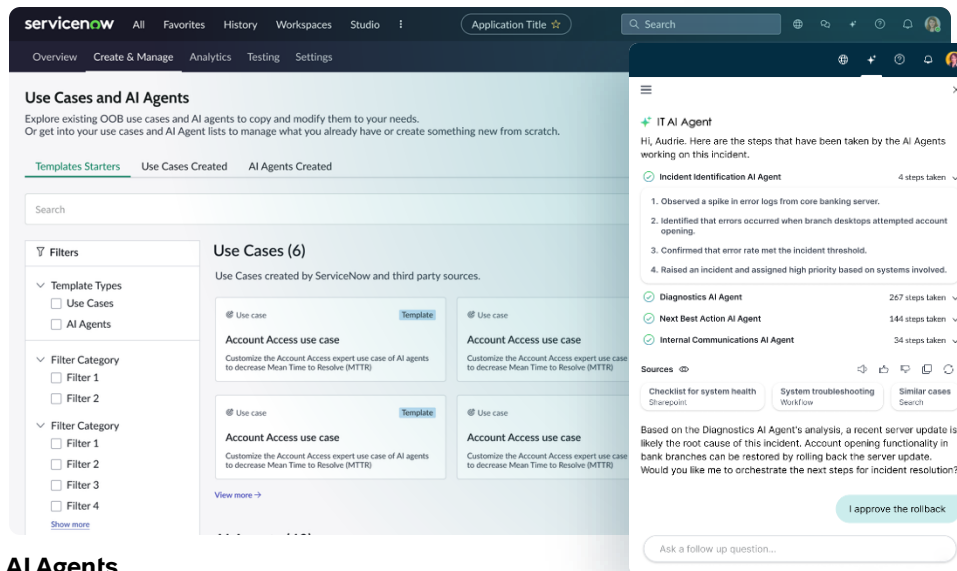
Virtual Agent

Now Mobile

Request Management

Walk-up Experience

# Boost IT staff productivity with AI and automation



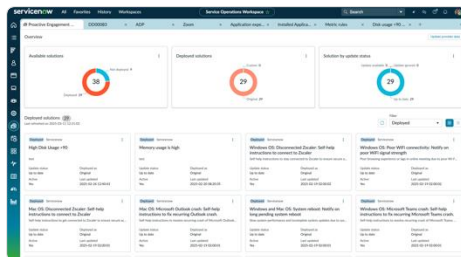
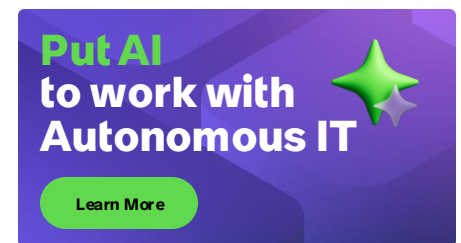
## AI Agents

Improve IT staff productivity and untangle complexity with AI agents. Orchestrate teams of AI agents to triage incidents, write incident summaries, and provide intelligent resolution recommendations—helping free IT staff from routine tasks and enabling them to do work that delivers significant value to the business.

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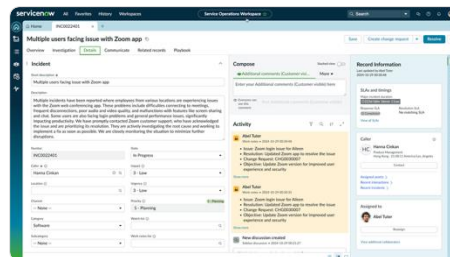
Thanks to the AI platform capabilities of ServiceNow, [our] overall self-service rate is up by 87% in the first six months.

– David Stangherlin, Sr. Business Project Manager, Griffith University | [Read More](#)



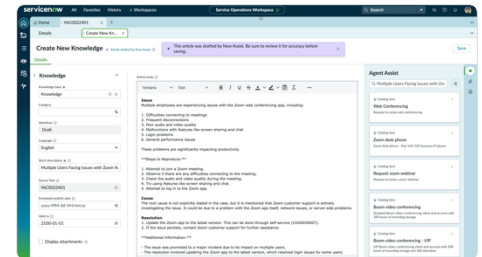
## Service Operations Workspace

Solve issues faster and improve collaboration across the enterprise. IT staff can use one workspace to see complete issue context and relevant AI-powered recommendations to resolve issues quickly and efficiently.



## Incident Management

Automatically assign incidents to the correct resolution group with AI agents and machine learning. Bring together stakeholders to investigate issues and restore services swiftly with the Major Incident Management portal.



## Knowledge Management

Use AI agents and machine learning to create, share, and manage contextual knowledge articles from across the business. Make it easier for employees to self-resolve issues anytime, saving IT staff from responding to common service requests.

Explore how  
ServiceNow  
works for  
IT staff

Application availability varies by package

AI Agents

Now Assist for ITSM

Service Operations Workspace

Incident Management

Knowledge Management

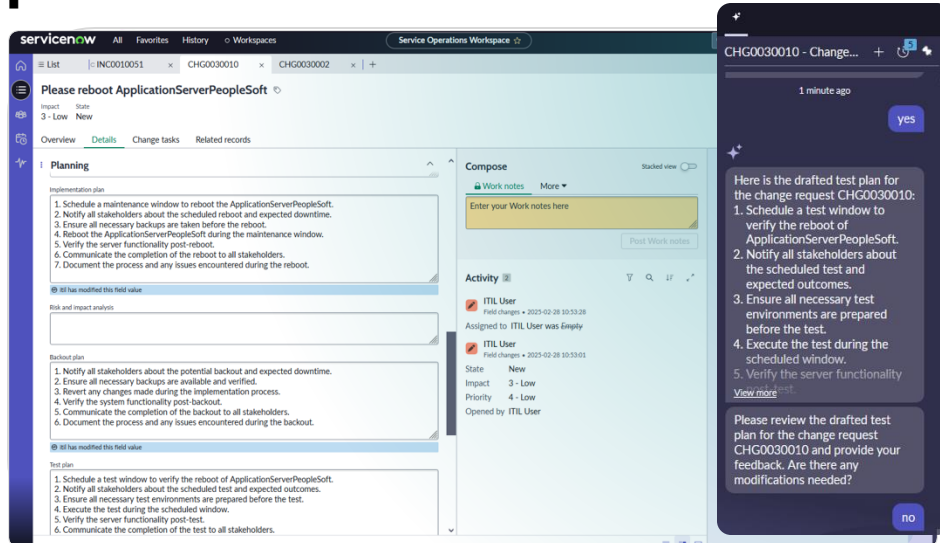
Problem Management

Asset Management Core

Dynamic Translation

Predictive Intelligence

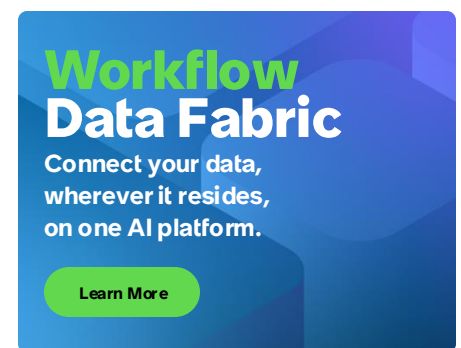
# Deliver resilient, reliable, and proactive services



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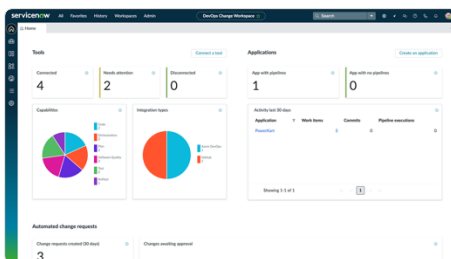
ServiceNow makes it easy to integrate with other systems...

– Ajay Vuppala, Manager of the ServiceNow AI Platform, Hitachi Vantara [Read More](#)



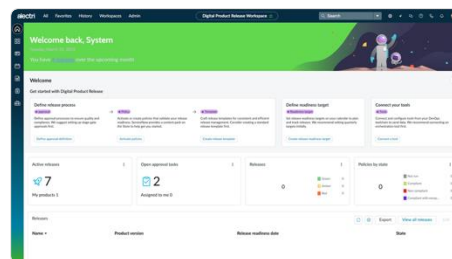
## AI Agents

Boost service resilience by orchestrating AI agents to proactively resolve IT issues before they impact the business. Classify and route incidents while strengthening IT infrastructure to ensure quick recoveries, reliable performance, and a stable service environment.



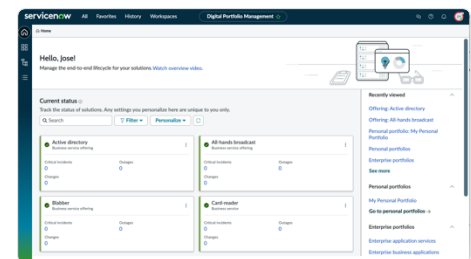
## Modern Change Management

Balance change speed with quality and stability to create a scalable, data-driven change process. Empower your teams to move faster using AI-powered change models, approval processes, and DevOps Change Velocity for smoother, compliant transitions.



## Digital Product Release

Empower product teams with one dashboard to plan, manage, and deploy digital products and service releases within IT guardrails. Simplify release cycles, manage multi-product releases, and use customizable templates and out-of-the-box policies to validate release readiness.



## Digital Portfolio Management

Use one workspace to bring services, applications, and products together. Enable teams to plan, build, and run their services and applications with detailed operational data and portfolio taxonomy, improving collaboration and end-to-end lifecycle visibility.

Explore how  
ServiceNow  
works for  
DevOps

Application availability varies by package

AI Agents

Now Assist for ITSM

Workflow Data Fabric

CMDB

Change Management

Digital Product Release

DevOps Change Velocity

Digital Portfolio Management

Continual Improvement Management

Process Mining

Workforce Optimization