

The potential business value of digital transformation

Transform your operational productivity

Get new enterprise apps to market in 1/2 the time. Repurpose 15% of IT service staff to help improve business.

\$4.4M

Accelerate security incident response by 45% and vulnerability response by 25%.

\$1.9M

Increase project productivity by 20% and get projects to market 23% faster.

\$5.6M

Increase IT productivity by 20%. Reduce major outages by 25%. Deliver business applications in half the time.

\$17M

Elevate your employee experience

Reduce HR cases by 50% and speed case resolution by 30%. Double developer satisfaction scores to help retain talent.

\$3.8M

Reimagine your customer engagement

Increase Net Promoter Score by 10% and resolve customer issues 10% faster.

\$3.4M

See how the benefits stack up

\$36M per year*

ServiceNow's cloud-based platform and solutions help customers automate, predict, digitize, and optimize business processes to fuel digital transformation.

*Average annual benefit for a typical 17,500-employee organization. Based on commissioned studies conducted by Forrester Consulting on behalf of ServiceNow:
• Driving Digital Transformation And Business Value With ServiceNow, December 2018
• The Total Economic Impact™ Of ServiceNow For IT, HR, Customer Service, And Security Operations, December 2018