

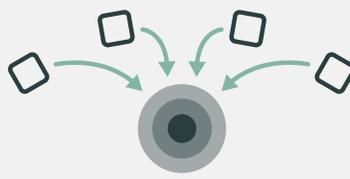
# Operate high-performing services. With ServiceNow.



Stop the manual cycle of eliminating outages, mitigating risks, and fixing incidents. Start a smarter way to workflow.



When you connect your teams, workflows, and systems on the ServiceNow platform, you'll untangle many problems at once, mitigate risk to your business, and identify wasted dollars you're spending on software and cloud at once.



Because now you'll have a smarter and safer way to workflow on:

- A single **platform**
- A single **code base**
- A single **data model**



Which makes it:

- Easier to **upgrade and maintain**
- Easier to **solve problems** across your organization
- Easier to **prioritize and fix incidents**
- Easier to identify where to **cut costs**

So, when it comes to **keeping your services secure, resilient, and cost-effective**, here's what you'll be able to do:



### Eliminate outages

**Operate resilient services**

- Increase productivity with intelligent automation and AIOps
- Keep your services up and running with AIOps



**"By the time our users notice a service issue, we've already told them about it and we're working on a fix."**

Jamie Duncalf,  
IT Operations Manager, TransAlta



### Boost productivity

**Gain complete visibility across on-premise and cloud operations**

- Infrastructure, applications, and assets
- One source of truth

**"Using ServiceNow, we have a single pane of glass view of all our services' status. That will have a tremendously positive impact on our engineers' daily work."**

Jamie Mead,  
Service Delivery Manager,  
National Air Traffic Services (NATS)



### Manage risk and continuity

**Improve risk management**

- Digitize processes enterprise-wide and understand changing risk in real-time
- Engage the front line to reduce cost, errors, and time
- Build resilience as you plan for business continuity

**"We have the visibility we need to . . . save millions on compliance and resource costs."**

Briana Alexander,  
VP of Process and Performance Excellence,  
Community Health Services (CHS)



### Optimize security operations

**Prioritize and remediate fast and efficiently**

- Automate vulnerability and security incident management
- Remediate incidents at machine speed



**"If ServiceNow can do 80% of the capabilities on the same platform, why consider boutique or stand-alone?"**

CISO, H&R Block

