ServiceNow ITSM Pro overview

Turbocharge your digital transformation with the most powerful cloud platform for ITSM

Improved employee and customer experiences are essential for successful digital transformation. However, using multiple, non-integrated IT tools for your digital transformation creates information silos. With disparate data processes and excessive amounts of time and money spent on firefighting, you’re left with limited resources to drive digital transformation and create delightful user experiences.

**ServiceNow® IT Service Management Professional (ITSM Pro)** package provides a modern, cloud-based, silo-busting service management solution integrated with powerful capabilities that enable your digital transformation initiatives. With ServiceNow ITSM and the Now Platform® as your foundation, you consolidate your IT tools into our single data model to transform the service experience, automate workflows, gain real-time visibility, and improve IT productivity. And it enables you to switch your operational IT costs to strategic investments.

ServiceNow ITSM Pro accelerates your digital transformation and elevates your user experience with built-in machine learning and AI-powered chatbots. It also improves your IT productivity by over 20% with structured machine learning that automates routine tasks.

### Advantages of ServiceNow

- **24/7**
  - Employees get faster resolutions from 24/7 self-service with AI-powered chatbots on their mobile.

- **15**
  - The C-Suite benefit with real-time analytics, dashboards, and a 15-point rise in CSAT scores.

- **20%**
  - IT Fulfillers increase their efficiency by 20% from automating work with machine learning.

### ServiceNow ITSM customer successes

Don’t just take our word for it—see how companies like yours use our IT Service Management to elevate their service experiences.

- **MGM**
  - **2X** improvement in agent productivity

- **Novant Health**
  - Machine learning reduces triaging by **35%**.

[Check out our ITSM customer success stories](#) (filter by industry, geography, or solution).
**Businesses are driving strong outcomes**

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incident Management</td>
<td>60%</td>
<td>Reduction in time to solve major incidents</td>
</tr>
<tr>
<td>Service Portal</td>
<td>85%</td>
<td>Customer self-service engagement—Better Experience</td>
</tr>
<tr>
<td>Continual Improvement</td>
<td>100%</td>
<td>Automation in tracking improvements</td>
</tr>
<tr>
<td>Performance Analytics</td>
<td>70%</td>
<td>Reduction in process backlog</td>
</tr>
<tr>
<td>Change Automation</td>
<td>100%</td>
<td>Automated approval of standard and normal changes</td>
</tr>
<tr>
<td>Consolidated Legacy Tools</td>
<td>13</td>
<td>Legacy tools decommissioned</td>
</tr>
<tr>
<td>Integrated Processes</td>
<td>46,000</td>
<td>Man hours saved each month</td>
</tr>
<tr>
<td>Change Management</td>
<td>96%</td>
<td>Reduction in change process time</td>
</tr>
<tr>
<td>Machine Learning</td>
<td>20%</td>
<td>More resolutions in the same time</td>
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<tr>
<td>Problem Management</td>
<td>10x</td>
<td>Reduction in incidents</td>
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</table>

**ITSM Professional includes:**

- All standard ITSM applications
- Virtual Agent
- Performance Analytics
- Vendor Manager Workspace
- Dynamic Translation
- Predictive Intelligence
- Continual Improvement
- Service Owner Workspace
Capabilities in ITSM Pro

Virtual Agent with NLU
Get instant resolution to repetitive IT service tasks and requests via Virtual Agent—an automated, conversational chatbot that understands natural human language. Virtual Agent provides customers and employees with 24/7 self-service, freeing IT staff to work on more meaningful tasks and allowing for greater scalability and smarter resource spend.

End User benefit—Always-on self-service with faster resolution  
IT/Business benefit—Ability to scale support, deflect incidents, lower costs, and remove the burden of manual repetitive work

Predictive Intelligence
Use Predictive Intelligence to automatically categorize and route issues to the right resolution team, while empowering technicians with AI-assisted answers for faster resolutions. Predictive Intelligence applies machine learning to historical request patterns, allowing it to become increasingly accurate in its predictive recommendations.

End User benefit—Greater productivity and satisfaction  
IT/Business benefit—Higher agent productivity and faster issue resolution due to AI assistance

Performance Analytics
Enable stakeholders and subject matter experts—workers, owners, and executives—who are responsible for successful service delivery to make smarter, real-time decisions based upon Performance Analytics. With Performance Analytics, you can use data visualizations to anticipate trends, prioritize resources, and drive alignment with business goals.

End User benefit—Highly responsive services targeted to user needs  
IT/Business benefit—Allows for IT-business alignment with data-driven decisions from real-time dashboards

Continual Improvement Management
Align your data, people, and business goals to empower the organization to achieve continual improvement in a repeatable manner. With a structured framework and workflow, CIM enables cross-team collaboration and ensures all improvements—to processes and personnel skills—are efficiently reviewed and prioritized.

End User benefit—Engaging services that promote productivity and excellence  
IT/Business benefit—Repeatably drive service excellence and innovation at lower OpEx and greater transparency
Capabilities in ITSM Pro

Service Owner Workspace
Track and analyze how your services are performing and which services need attention from a unified place. Integrate data from Vendor Management Workspace, Contract Management, SLA Contracts, Risk Management, and Continual Improvement Management (CIM) applications. Proactively solve service issues, lower service costs, and deliver great service experiences with a consolidated view of service portfolio and performance.

**End User benefit**—Highly available services that meet user needs

**IT/Business benefit**—Visibility that drives high service availability and quality at lower costs

Vendor Manager Workspace
Monitor the performance of your company’s vendors and manage all vendor-related information using the ServiceNow® Vendor Manager Workspace. Track and analyze how your vendors are executing on their goals and which areas need attention from a unified, central location. With consolidated insights into vendor profile and performance, you can make decisions that maximize value for your organization.

**End User benefit**—Seamless delivery of high-quality vendor services

**IT/Business benefit**—Greater vendor service satisfaction and trust, lower service costs

Dynamic Translation
Use Dynamic Translation to remove language barriers in delivering outstanding services to your end users. Dynamic translation is part of the Now Platform and enables support staff to view/respond to foreign language queries in their own native language with the click of a button. Enable your support staff to scale globally without the need for having native language speakers on shift.

**End User benefit**—Prompt resolution of issues from around the globe without language barriers

**IT/Business benefit**—Support staff capable of handling issues from countries that speak foreign languages

Continuing Learning
Customer Success Center (CSC) is the one place to find the most insightful tools, content, and resources to support your objectives and get to your desired outcomes faster. CSC’s resources were created by ServiceNow experts and show you:

- How to overcome common obstacles in your ServiceNow journey
- Proven activities to accelerate and increase the value you get from ServiceNow
- Access to the Success Navigator, Value Calculators, and best practices
Forrester Total Economic Impact™
Learn how to improve your IT productivity, service levels, and costs. Read the Forrester Total Economic Impact™ of ServiceNow study to see how you can:
- Achieve 20% increase in IT fulfiller efficiency
- Reduce high-priority incidents by 25%
- Enjoy higher employee productivity and see a 15-point rise of CSAT scores
- Increase project performance and automation by 20%
- Avoid $4.2M legacy solution costs (over three years) and get 229% ROI within seven months

ServiceNow® Global Services
ServiceNow® Global Services is comprised of both ServiceNow® Professional Services and ServiceNow® Education Services. This is the “secret sauce” that drives business transformation and allows you to thrive and achieve your business goals.

To learn more
Visit ServiceNow ITSM to learn more:

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Visit Modernize and automate IT to learn how to digitally transform your organization: