

Enterprise Service Management

Use the increases in efficiency facilitated by process digitisation to avoid loss of time, minimise risks and make more extensive and effective use of the skills in your company.

Digital change presents new challenges for executives, employees and companies. The implementation of new business requirements, the cost pressure facing IT and the necessary consolidation of systems require a clear strategy.

How can ServiceNow help you achieve this?

ServiceNow is based on the experience and agility of proven IT and business models. You can change your services into digital processes, thereby reducing throughput times, increasing sales and reducing costs. Our industry specialists will accompany you step by step from the strategy to operating and supporting your solution.

Enterprise Service Management allows you to use the services that offer you the greatest benefits in a flexible software-as-a-service model.

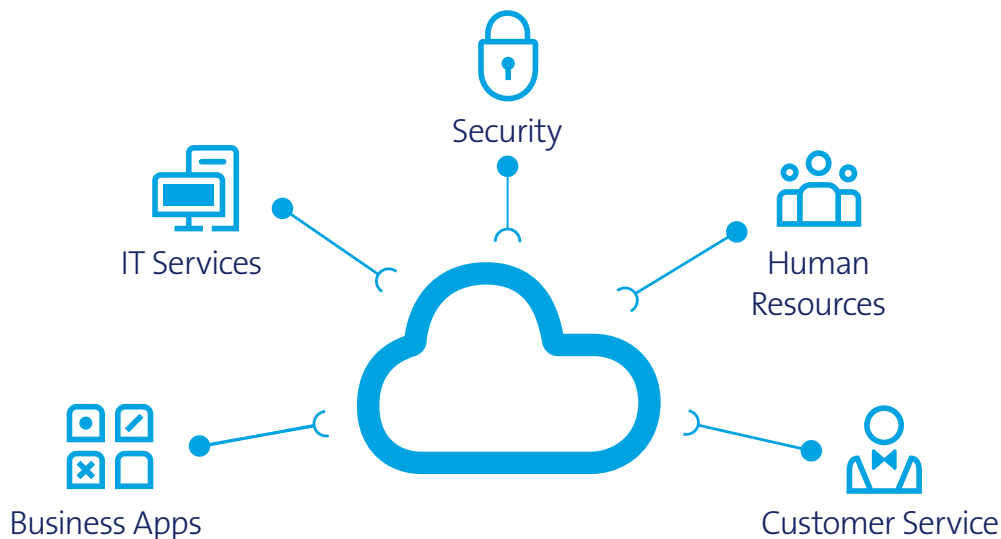
comprehensive development environment. You also have access to the ServiceNow App Store, where you can easily load extensive existing modules onto your instances.

How you benefit

With Swisscom's ServiceNow

- > you benefit from an agile and rapid implementation thanks to existing data models
- > you increase customer and employee satisfaction through simple operation using all common mobile devices.
- > you enjoy transparency and traceability and can react quickly to events.
- > your data is securely stored in Switzerland.
- > we serve you from a single source from analysis and design to implementation and support of your instances.

The solution at a glance



Facts & Figures

ServiceNow in Detail

Platform and product	Your ServiceNow instances in the secure Swisscom Cloud
	No additional cost required for clients or infrastructure
	Data transmission and authentication are performed using SSL encryption
	Create user experience for customers, colleagues and suppliers
	Consolidation of IT, security, HR and customer service processes as well as business apps in the fields of marketing, sales, legal, and more on a single platform
	Maximise availability through service awareness
Basic services	Operation and support of the platform in Swiss data centres
	Development of a 2- or 3-system landscape (production, test, development)
	Support models from Mon-Fri 8 a.m. - 5 p.m. to 24/7 in the language of your country
	Platform availability of 99.3%
Additional services	Upgrades and releases are regressively tested by us beforehand
	Everything from a single source, from the process strategy and design to implementation, operation and support
	Project management and implementation by certified and experienced business consultants, architects and developers
	Application management support on the developed instances

All management and support processes on a single platform

That is Enterprise Service Management.
With us, your data is in safe hands.

Embrace the digital future with Swisscom

Visionary companies are using the opportunities presented by digitisation to redefine the future. Swisscom is also developing new fields of business with numerous innovations. We see it as our task to help you optimally exploit the opportunities presented by digitisation. We integrate the best network infrastructure, secure data storage, reliable project management, successful implementation and numerous innovative solutions for you.

Welcome to the land of possibilities

For more information and to contact our experts, visit www.swisscom.com/servicenow

