



We support your digital transformation. Automate your processes with us to avoid delays, minimise risks and deploy your company's skills in a broader, more targeted way.

ServiceNow powered by Swisscom

**Manage your processes more efficiently, quickly and cost-effectively with ServiceNow – and enjoy the benefits of the Swisscom Cloud.**

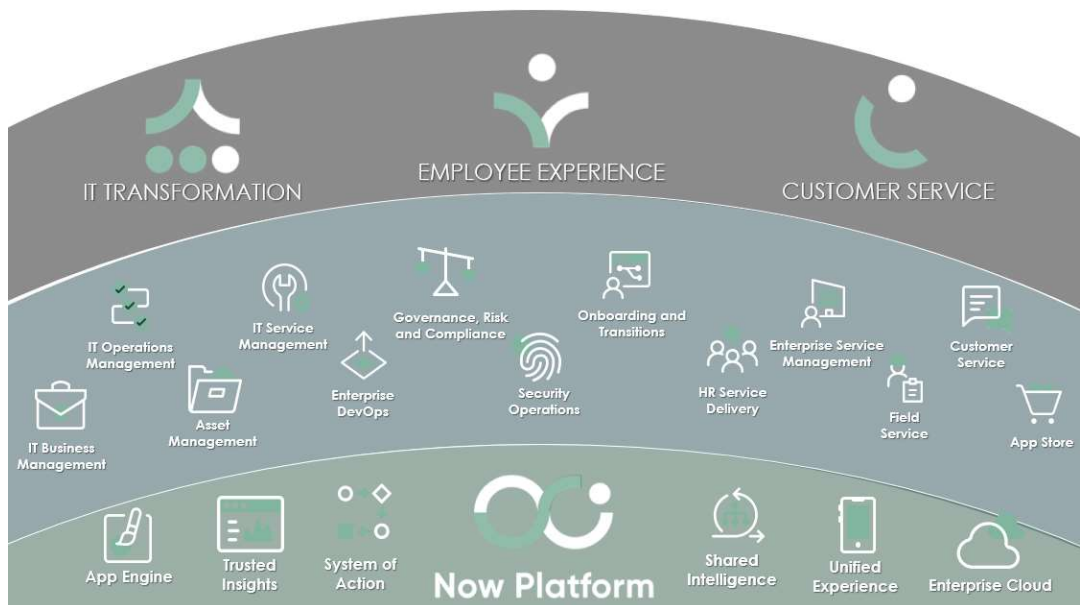
**What is ServiceNow?**

ServiceNow covers all business-critical processes, across the three main areas of IT, HR and Customer Service. It is based on a single platform and data model, providing a simple, intuitive, end-to-end user experience. Processes are entirely paper-free and can be actively managed using self-service functionality and artificial intelligence. Individual reports and dashboards can also be accessed at any time.

**Your benefits with ServiceNow**

- You can implement best-practice workflows.
- You are in the cloud, making processes scalable and predictable.
- You can create workflows without coding.
- You can design your own apps, giving you a solution for every application.
- You benefit from a centralised database and can support integrated tools.
- The platform can be easily adjusted to your needs at any time, reducing your operating costs.
- You benefit from the latest mobile and AI technologies.

Overview of ServiceNow






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## Facts & figures

<b>ServiceNow application</b>	<b>IT workflows</b> IT service management IT operations management IT business management	<b>HR workflows</b> HR service delivery	<b>Customer workflows</b> Customer service management	<b>Now platform</b> Now platform app engine
<b>Version:</b>	Software asset management			
<b>Paris release</b>	Security operations Governance, risk & compliance			

	<b>Service</b>	<b>Platform I</b>	<b>Platform II</b>	<b>Platform III</b>
<b>Basic platform services</b>	Infrastructure	Shared	Shared	Dedicated
	Availability	99.9%	99.9%	99.5%
	Configuration	2 app nodes / 3 DB	2 app nodes / 3 DB	2 app nodes / 2 DB
	Storage encryption	Included	Included	Included
 <b>Optional platform services</b>	E2E encryption	-	Included	Included
	Edge encryption	Optional	Optional	Optional
	Database encryption	-	Included	Included
	Column-level encryption	Optional	Optional	Optional
 <b>Additional services</b>	I-MARS product (Data Loss Prevention & Audit Guard)			
	LAN-I			
	CSIRT as a Service			
	SOC as a Service (Security Operation Center)			
	Managed Security Devices			
	Cloud Access Security Broker (CASB)			
	Splunk log forwarding / dedicated Splunk instance			

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