aws marketplace

ServiceNow

Reviews, tips, and advice from real users

Powered by PeerSpot

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Product Recap

ServiceNow

ServiceNow Recap

ServiceNow offers customizability and cloud-based integration that sustains operational efficiency. Enabling change and incident management, it accelerates workflow automation and project management without downtime issues, serving deployment needs for IT service and productivity enhancements.

ServiceNow stands out with its adaptable workflows and cloud-native infrastructure, boosting IT service, project, and asset management. Known for its robust incident and change management, the platform addresses business needs through its user-centric design and extensive integration options. By facilitating seamless IT operations and automation, ServiceNow empowers businesses to enhance productivity and efficiency. Regular updates ensure users benefit from the latest features without service interruptions, although pricing and licensing complexities demand attention. Users seek improved reporting tools and a more intuitive design while expressing interest in refined mobile functionality and better documentation.

What are the key features of ServiceNow?

- **Customizability:** Enables tailored workflows to align with business processes.
- **Cloud-Based Integration:** Allows seamless updates and operational sustainability.
- **Incident and Change Management:** Supports efficient handling of IT-related issues.
- **Automation Capabilities:** Automates repetitive tasks, enhancing productivity.
- **User-Friendly Design:** Simplifies navigation and improves user interaction.
- **Comprehensive Reporting:** Provides detailed insights for better decision-making.

What benefits and ROI should users anticipate from ServiceNow?

- **Improved Efficiency:** Streamlines processes and reduces manual efforts.
- **Enhanced Productivity:** Automates tasks, enabling focus on strategic initiatives.
- **Seamless Operations:** Integrates across departments for unified management.
- **Effective IT Management:** Smooth incident, change, and problem resolution.
- **Cost and Time Savings:** Reduces operational costs through efficient workflow management.

ServiceNow finds implementation across industries like IT, HR, asset management, and help desks, addressing ticketing and configuration needs. Businesses use its dashboard for tracking performance metrics, enhancing decision-making in departments like HR service delivery. Its adaptability also makes it suitable for industries requiring robust operational management and process automation, driving efficiency and growth.

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Valuable Features

Excerpts from real customer reviews on PeerSpot:

- "Productivity has increased since integrating ServiceNow because SLAs have been met in almost 99% of cases."

Hemanthreddy Vakiti
Data Engineer at a tech vendor with 10,001+ employees

- "ServiceNow helps to improve IT incident handling in a more comprehensive way, and the latest version provides extensive information, including AI that allows us to program it in such a way that our L1 support can be eliminated."

Anil Rao
Vice President Delivery & Operations at Rezilyens

- "ServiceNow has impacted our organization very positively, and we are improving day by day."

Validated user
Cloud Administrator at a tech vendor with 10,001+ employees

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"ServiceNow is open and does not restrict you from doing a lot of things, giving you a lot of flexibility to integrate, build legacy applications, and providing a lot of functionalities."

Varun Rai

Senior Business Manager at a tech vendor with 10,001+ employees

"Over the years, ServiceNow has streamlined my IT service management processes to a very standard level."

Varun Rai

Senior Business Manager at a tech vendor with 10,001+ employees

"We definitely see a return on investment, particularly regarding time saved, as automation has enabled us to move invoices to customers much faster than before, saving five to ten days of cycle time for each invoice."

Validated user

Application Development Associate & Manager at a tech vendor with 10,001+ employees

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"ServiceNow has positively impacted my organization because initially we were not using ServiceNow and were working manually on email or through chat communications, and after integrating ServiceNow, we have automation with failures and automated tickets that get generated when there is an issue in the environment or services."

Abhishek Kumar Singh
Workload Automation at nab

What users had to say about valuable features:

"The best feature of ServiceNow, from my perspective, is that it is completely integral to our work on security. From the start, we can attend to tickets, and from there until resolving the ticket, it helps us because every documentation is done by ServiceNow. We keep standard operating procedures for every new alert, and we can create SOPs and KPs as needed.

ServiceNow is not cheap, but it offers standard functionality and features compared to all ticketing systems.."

Vangala Prashanth Babu
Cyber Security Specialist at cmc

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"Over the years, ServiceNow has streamlined my IT service management processes to a very standard level. I do not use ServiceNow extensively; we implement ServiceNow, so we are consultants implementing ServiceNow for clients. From what I have seen over the years, the ITSM processes are now very streamlined and very aligned to what I recommend.

"What I appreciate about ServiceNow is that it is open. It does not restrict me from doing many things. ServiceNow is very open and gives me a lot of flexibility to integrate and build legacy applications with many functionalities.

"The feature that has had the biggest impact on my productivity is the productivity feature itself. I think when used correctly, the Agent Workspace and all the AI products that ServiceNow is coming up with, such as Agent Assist and the virtual chatbot, promote self-service and allow help desk agents to leverage many features rather than reinventing features each time.."

Varun Rai
Senior Business Manager at a tech vendor with 10,001+ employees

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"The best features ServiceNow offers mainly revolve around having a smooth workflow tool that integrates with other platforms, leading to its reputation as a platform of platforms. It is easy for different personas to come into various places in the workflow, ensuring the goal is to meet stipulated tasks within timelines and SLAs, which can be configured within the platform. The inbuilt SLAs allow for total configuration, and the end-to-end workflow gets accomplished. Another standout feature is the recent introduction of the AI control tower, which will significantly shape the future of AI, positioning ServiceNow as one of the front-runners in this area.

One standout aspect I appreciate is the seamless approvals flow in ServiceNow. Users can approve requests via email, mobile, or desktop, providing flexibility regardless of how a request is raised. The modified UI for agents, with workspaces and UI Builders, offers a significantly better interface as well.

The positive impact of ServiceNow on my organization began with ITSM as the core component. Initially, we started there, but we later realized the potential of low-code, no-code solutions, allowing us to build custom applications with the App Engine and utilizing modules such as Customer Service Management. We even acquired a new instance specifically to serve custom needs for our customers using the CSM module, which is definitely helping the organization effectively.."

Validated user

Application Development Associate & Manager at a tech vendor with 10,001+ employees

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"Over the years, ServiceNow has become very standard. I don't use ServiceNow extensively as an end user. We implement ServiceNow for clients as consultants. From what I've seen over the years, the ITSM processes are now very streamlined and very aligned to what I recommend.

"ServiceNow is open and does not restrict you from doing a lot of things. It gives you a lot of flexibility to integrate, build legacy applications, and provides a lot of functionalities.

"The productivity features are excellent. Agent workspace and the AI products that ServiceNow is coming up with, such as Agent Assist and virtual chatbots, promote self-service and allow help desk agents to leverage a lot of features rather than reinventing features each time. This does help introduce efficiency.

"The first thing is the total cost of ownership. Being a SaaS, you can actually scale up or scale down. Scaling down is not that easy, but you can actually scale up as much as you want. You could start small and then expand, so from an investment perspective, it's more often operational expenses than capital expenses, which organizations appreciate.

"For the modules that have been in ServiceNow for more than four or five years, they've been pretty straightforward. Organizations have implemented them, there are a lot of case studies, and a lot of people have shared their investments in terms of time and effort. For the newer modules, it sometimes gets a little complex, but I think it's still fairly easy.."

Varun Rai
Senior Business Manager at a tech vendor with 10,001+ employees

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"ServiceNow's best features include ticket management, workflow automations, service catalog, reporting, dashboards, and knowledge base. One of the standout capabilities is the ability to automatically route tickets to the correct support team. These features significantly enhance daily work by making it very straightforward for the team.

"From the dashboard, ServiceNow provides reporting and dashboard capabilities to track ticket status and SLA performance according to the employee or associate. For example, a manager can view dashboards showing open incidents, resolved tickets, SLA breaches, pending approvals, and team performance. Key features include real-time dashboards, custom reports, SLA tracking, trend analysis, and performance analytics. ServiceNow offers customizable reporting and dashboards to monitor incidents, SLAs, team performance, and service operations in real-time.

"Additionally, interactive filters are available with data visualizations that allow us to manage and track open incidents, average resolution time, SLA breaches, and team workload from a single dashboard. ServiceNow offers customizable dashboards, scheduled reporting, and real-time operational visibility for service management.

"ServiceNow has impacted our organization very positively, and we are improving day by day. It improves operational efficiency, standardizes processes, and reduces manual work. The platform enables faster ticket resolution through automated workflows, improved service tracking, and better visibility of incidents. Specific outcomes include faster incident resolution for critical P2 incidents, improved SLA compliance, reduced manual workload, and better ticket visibility. The incident resolution time has been reduced from eight hours to four hours after implementing workflow automations.."

Validated user

Cloud Administrator at a tech vendor with 10,001+ employees

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"One feature I appreciate about ServiceNow is the SLA notification system. If there are any SLAs that have not yet been met and are completed, for example in our project, when the SLA reaches 60%, I automatically receive an email from ServiceNow indicating that the SLA of a particular incident is at 60%. This allows me to put the incident on hold by taking confirmation from the user or work on the incident as soon as possible to resolve it before any escalation occurs. In this way, there are no issues with the business users in our project. I appreciate how ServiceNow has automated the process of notifying users if SLAs are not met. Additionally, the user interface is very easy to use. If someone is using ServiceNow for the first time, by viewing an incident, they can understand what the incident is, which team it is related to, why the incident was created, the priority, the impact it is creating, and the description. By reading the description and short description, someone can easily understand what type of incident it is. By going through work notes and resolution notes, we can easily understand the current progress. If an incident was resolved one year ago and the same incident is happening now, but the person who resolved it previously has left the team, we can easily go through that incident's work notes and work on the same conditions to resolve the current issue. The history of incidents stored by ServiceNow is something I value.

The SLA integration is particularly valuable. Once any incident or change management meets its SLA and reaches 60%, I receive an email notifying me that the task has been in a waiting period for more than 60% of the time. I then work on that priority to ensure there are no escalations. In this way, ServiceNow helps me manage my tasks based on the priority and impact each incident is having, allowing me to work on tasks in the appropriate order so that it will not impact any reporting or analysis being done by business users. The interface is very user-friendly, and any person with minimal knowledge and no technical background can use ServiceNow.

Without ServiceNow integration into our queue, we might miss some emails. There would be numerous emails from business users, and we would not know the priority of what items to work on immediately and what items we can work on later. Priority-wise checklists could not be maintained properly, and SLAs would not be defined for each incident, which would sometimes result in escalations

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from business users. With ServiceNow, all incidents, the time we spend on each incident, and the time we take to update notes and resolve incidents are tracked. We can update work notes in ServiceNow so that users can see the current progress. In this way, ServiceNow helps our team.

Productivity has increased since integrating ServiceNow because SLAs have been met in almost 99% of cases. In one or two incidents, the SLA has gone into escalations, but 99% of the time, the SLA has been met, due to which business users have a positive review of our work. Resources cannot be misused, and they are tracking how much time we spend on each incident. I believe that because of ServiceNow integration, the tracking and working on incidents because of the defined SLAs have enabled us to work effectively.."

Hemanthreddy Vakiti
Data Engineer at a tech vendor with 10,001+ employees

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Other Solutions Considered

"We evaluated other options, like ManageEngine, and performed POC for multiple environments. We chose ServiceNow because of the wide range of use cases it offers. It is a one-time investment that takes substantial time and resources.."

Faraz_Abbasi
Security Architect at ????? ???????? Ministry of Culture

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"My advice for others looking into using ServiceNow is that it is very flexible and scalable, and deploying it is very easy. There is excellent customer support for ServiceNow, so everyone can try ServiceNow in their environment.."

Abhishek Kumar Singh
Workload Automation at nab

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"Before choosing ServiceNow, I evaluated different platforms and assessed business requirements, ITSM capabilities, and related factors. ServiceNow proved to be the best option.."

Validated user
Cloud Administrator at a tech vendor with 10,001+ employees

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"We did not use a different solution prior to ServiceNow; we relied on manual processes and RPA bots for invoice creation. The previous management of this was handled by a partner, but now we have integrated the solution within our organizational structure, providing better management.."

Validated user
Application Development Associate & Manager at a tech vendor with 10,001+ employees

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"Before ServiceNow, I was using HP ALM, GitHub, and ADO. Reporting in ServiceNow is easier compared to these other tools. However, HP ALM and ADO have capabilities to create bug tickets, something ServiceNow lacks.."

Somnath Kand
Team Lead at a tech vendor with 10,001+ employees

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"Not all the time. For example, if I take the example of ServiceNow's PPM product and Varun and Test, which come under strategic portfolio management. When I did this comparison a few years back, I don't know if the pricing has updated now. But what I saw back then was a competing product, Jira, which is an Atlassian product. They were offering better functionalities at one tenth of the price. ServiceNow has a platform strategy, and you definitely have point solutions that are sometimes better than ServiceNow, but I think as a platform, ServiceNow is much better.."

Varun Rai
Senior Business Manager at a tech vendor with 10,001+ employees

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ROI

Real user quotes about their ROI:

"You should invest in ServiceNow only if you're looking at a long-term strategy and your requirements are very, very clear. Otherwise, organizations tend to invest in ServiceNow and then lose interest over time, which leads to a loss in ROI on ServiceNow.."

Varun Rai
Senior Business Manager at a tech vendor with 10,001+ employees

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"Many of our customers have seen ROI with ServiceNow despite the cost; some have taken three years, while others have taken five years. From when I started working ten years ago, some realized ROI in three years, while others realized it in five years.."

Anil Rao
Vice President Delivery & Operations at Rezilyens

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"The advice I would give to others looking into implementing ServiceNow is to invest in it only if you are considering a long-term strategy and you have your requirements very clear. Otherwise, organizations tend to invest in ServiceNow and then lose interest over time, which leads to not observing the right ROI on ServiceNow.."

Varun Rai
Senior Business Manager at a tech vendor with 10,001+ employees

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"ServiceNow provides strong ROI by automating workflows, reducing manual effort, improving service efficiency, and optimizing IT operations. Automatic ticket routing and approval workflows reduce response time and operational overhead. ServiceNow delivers strong ROI by improving operational efficiency, automating workflows, reducing manual effort, and enhancing service delivery across IT processes.."

Validated user
Cloud Administrator at a tech vendor with 10,001+ employees

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"We definitely see a return on investment, particularly regarding time saved. With automation, we have succeeded in moving invoices to customers much faster than before, where previously it took five to ten days from creation to dispatch. Now, thanks to ServiceNow's end-to-end automation, we save five to ten days of cycle time for each invoice.."

Validated user

Application Development Associate & Manager at a tech vendor with 10,001+ employees

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"I'm comparing the save in man hours, but determining how much it can save is a difficult exercise.

"Manually, there are huge numbers that come up because these integrated tools help organizations make the right decisions with all the information in one place, while manual methods lack visibility.."

Kalyan Kothali

Associate Vice President at Wissen infotech

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Use Case

“ServiceNow serves as a comprehensive recorded repository for our organization. We utilize it for asset management across our different branches worldwide. Each branch has an IT manager, and through asset management, when any alert comes in, we can easily identify the location and retrieve the IT manager details. Everything is documented in ServiceNow, and whatever alerts we handle, every work note can be sent to the vendor requesting remediation based on user responses.

The user interface of ServiceNow is very flexible. We can find each and every user's information and identity, including details like designation and reporting structure. We can track the entire process from assigning tickets to work in progress, putting tickets on hold, and creating subtasks. Everything can be customized according to our needs..”

Vangala Prashanth Babu
Cyber Security Specialist at cmc

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"My main use case for ServiceNow includes ITSM and ServiceNow App Engine, and then we use ITBM, strategic portfolio management, as well as ITOM Discovery and Customer Service Management. These are the main modules that I work with.

One specific example of how I use ServiceNow day-to-day with those modules is that ServiceNow App Engine is a platform where we can build custom applications end-to-end. We built one application where we take the input from the user via email, with the IMAP setup reading it into Excel in ServiceNow. We send the data provided by the user for validation in ServiceNow, and if duplicates are found in the ServiceNow database, those records fail. Otherwise, the passed records go to middleware, and from there, it goes to P20, with the ultimate goal of creating the invoice in SAP automatically based on the user input provided.."

Validated user

Application Development Associate & Manager at a tech vendor with 10,001+ employees

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“I work with ServiceNow's GRC solution, specifically IRM. I work with customer applications and a couple of modules in ServiceNow.

“Many things within organizations need to be digitized, and since ServiceNow has many products for the enterprise with ready-to-use modules that you can install, it provides a lot of out-of-the-box capability and features. You won't have to customize or do a lot of work. ServiceNow provides a lot of solutions across HR, customer service, and security, which is what we use it for.

“Incident response and resolution workflows have out-of-the-box flows. For IT incidents, all you'd have to do is configure a few assignment tools. It's primarily configuration, but they execute it fairly well..”

Varun Rai
Senior Business Manager at a tech vendor with 10,001+ employees

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"I digitize things within an organization, and ServiceNow today has a lot of products for the enterprise with ready-to-use modules that you can install. The out-of-box capability provides a lot of features without requiring customization or extensive work. ServiceNow provides solutions across HR, customer service, and security, which is what I use it for.

"Incident response and resolution workflows are handled with ServiceNow. There are out-of-the-box flows for IT incidents that only require configuring a few assignment tools. It is primarily configuration, but they do it fairly well.

"Typically, the main steps I take when implementing ServiceNow are engaging with clients and gathering all requirements. I thoroughly ensure that the instance has been acquired and there are enough licenses. We maintain a minimum of three environments: dev, test, and prod. Then we ensure we are on the latest version of ServiceNow that the client wants. For example, if the requirement is to achieve something as a business imperative, we check if the ServiceNow solution meets that requirement. Those are the kinds of things we discuss.."

Varun Rai
Senior Business Manager at a tech vendor with 10,001+ employees

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"ServiceNow is primarily used for IT service operations in our organization to automate workflows and track incidents, requests, and change management in a centralized platform. Our main focus areas include incident management, request management, change management, and server patch deployment approval processes, as there are many processes within change management. Additionally, we utilize ServiceNow for asset tracking and workflow automation across IT operations.

"In our day-to-day operations, users raise requests or tickets for technical issues, and the support team tracks and resolves them. For example, if an employee reports an Outlook issue through a ServiceNow ticket, the particular team will work on that issue. In change management, we manage planned IT changes with approvals and risk assessments, including the server patch deployment approval process. Request management allows employees to request access, software, or hardware through the service catalog, such as requesting VPN access or laptop allocations.

"For workflow automation, we use ServiceNow to automate repetitive business processes and approvals, including new employee onboarding approval workflows and employee offboarding workflows. ServiceNow provides excellent tracking capabilities and is very valuable for day-to-day work.."

Validated user

Cloud Administrator at a tech vendor with 10,001+ employees

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"I use ServiceNow to manage incident management, change management, enhancements or development needs, and service request management from business users. I use ServiceNow to manage all incidents, change requests, and service requests to check whether we are performing activities without escalations, acknowledging, assigning tickets, and working tickets according to the priority assigned by business users so that there will be very little chance of any misses in reported issues and to complete tasks within the provided SLAs.

We mostly use ServiceNow for user access requests, approval of workflows, and creating reporting dashboards. One of my recent activities involved automating the process of incident creation in ServiceNow for every job failure received from Control-M. When a job is an important job related to a priority one job, the system automatically creates an incident in ServiceNow. I worked on a job failure related to an audit ID issue. ODS jobs run multiple times a day in our project. For every ODS job triggered, a unique audit ID is created in the audit table. Once the job is completed and its workflow is finished, the audit ID needs to be closed. However, in some cases, due to network issues or server integration issues, the audit ID cannot be closed after the job is completed. If an audit ID is not closed from the previous instance, the next instance automatically fails. An incident was created for me to work on this audit ID issue and automate the process. I used ChatGPT for assistance and created a pipeline in SnapLogic that connects to the audit table to check whether all audit IDs are closed. This pipeline runs multiple times daily to check audit ID status. If any audit ID is not closed, it automatically triggers a mail alert so I can close the audit ID manually. The Control-M team created this incident to check on the failure, and later a business user also reported that ODS jobs were failing more frequently due to this audit ID issue. I worked on that and automated the mail integration part from SnapLogic. I have monitored all metrics and SLA resolution metrics while updating work notes daily to inform the user of progress and closing the incident before the SLA is completed after taking confirmation from the user so that there will be no escalations in our project.

For my day-to-day work, I use ServiceNow for incident management, change management, and service request management. My use cases are mostly job failure-related incidents, user access requests, or workflow-related enhancements

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for service requests for Looker dashboards, Essbase, or free form reporting tools.."

Hemanthreddy Vakiti
Data Engineer at a tech vendor with 10,001+ employees

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

"We never evaluated any other options. ServiceNow is the enterprise standard solution for incident management in our organization, and it was chosen when we started this project.."

Akhil Viswam

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Senior Consultant at a consultancy with 10,001+ employees

"The initial setup of ServiceNow was straightforward; I did not face any challenges or complexities during the implementation process because it is instance-based, so everyone can sign up with the instance online and get it ready.."

Shafqat Paracha

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General Manager at sPerception IT

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"The initial setup depends on the complexity of the project. It can take two to three months or even up to two years, based on the project's requirements. I would rate it seven point five out of ten for ease of setup.."

Abhinay Sharma

Service Now Developer at Bangmetric services pvt ltd

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"For the modules that have been on ServiceNow for more than four or five years, I find the initial setup process pretty straightforward. Organizations that have implemented ServiceNow have shared a lot of case studies and their investments in terms of time and effort. For the newer modules, it sometimes gets a little complex, but I think it is still fairly easy.."

Varun Rai

Senior Business Manager at a tech vendor with 10,001+ employees

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"Setting up ServiceNow involves unique system requirements, and compared to other ITSM solutions, it's more challenging to implement effectively. The standard deployment takes at least two weeks if everything goes smoothly.."

Faraz_Abbasi

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Security Architect at ????? ???????? Ministry of Culture

"Typically, it involves engaging with our clients and gathering all the requirements thoroughly, ensuring that the instance has been acquired and there are enough licenses. We have a minimum of three environments: dev, test, and prod. We stay on the latest version of ServiceNow that the client wants. For example, if your requirement is to achieve something as a business imperative, we discuss whether the ServiceNow solution meets that requirement.."

Varun Rai

Read full review

Senior Business Manager at a tech vendor with 10,001+ employees

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Customer Service and Support

"We never interacted with ServiceNow customer service as we have an internal team to handle issues. Whenever we have issues, we directly contact the internal team.."

Akhil Viswam
Senior Consultant at a consultancy with 10,001+ employees

Read full review

"Customer support is generally prompt; they typically respond quickly to tickets. While there are occasional delays with specific tickets, overall, I find customer support to be quite good.."

Validated user
Application Development Associate & Manager at a tech vendor with 10,001+ employees

Read full review

"Customer support for ServiceNow is very good. We have 24/7 support for ServiceNow with very quick response times. If we have any issue, we reach out to customer support and we get instant assistance.."

Abhishek Kumar Singh
Workload Automation at nab

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"Customer support from ServiceNow is good, including documentation, knowledge base articles, community forums, and ticket-based support via the support portal. The platform also offers twenty-four/seven support for customers depending on their plans. Users can raise tickets for platform issues, workflow errors, integrations, or production incidents through ServiceNow's support portal.."

Validated user
Cloud Administrator at a tech vendor with 10,001+ employees

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"Recently, I wanted to add a new DL to our ServiceNow queue and reached out to customer support. Within a few hours, they contacted us back and deployed the new DL and added new members so that incidents could be assigned to them. I have already mentioned the SLA emails we receive when SLAs are reaching 60%. Customer support has helped us with these two things recently. I think the customer support is very good for ServiceNow. The documentation part is easy for simpler tasks, but for some complex features, the documentation needs to be updated properly.."

Hemanthreddy Vakiti
Data Engineer at a tech vendor with 10,001+ employees

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"We have not faced many challenges or issues with ServiceNow because we've been working with them for a long time. Whenever we have had issues, they have provided good support, and those issues have never recurred. In the last one or two years, we've not had any major incidences or problems with ServiceNow. We did have some security issues where certain security aspects were not addressed, but they were able to resolve them permanently for us.

"I would rate the support from ServiceNow at 8.5 to nine.."

Anil Rao
Vice President Delivery & Operations at Rezilyens

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Other Advice

"I have saved time and we have a platform to manage everything so that everyone can have visibility on that. We can manage which team is working on it and what the next step will be, so we can document everything on ServiceNow tickets. ."

Abhishek Kumar Singh
Workload Automation at nab

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"ServiceNow is one of the best tools in the industry for production support people, for incident and production ticket management. It is also a very good tool for any kind of change records and production deployments. The voice interaction feature is a very good idea, and I really appreciated it. I would rate this product a nine out of ten.."

Akhil Viswam
Senior Consultant at a consultancy with 10,001+ employees

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"ServiceNow is mostly user-friendly, and any person with no technical background can go through the basic features of ServiceNow. I would request that anyone using the tool go through the SLAs of each incident daily and update work notes daily so there would not be any escalations. Work on items based on the priority and impact they are creating, and go through the description and short description very carefully before starting work on an incident. Once going through the documentation, anyone can easily understand ServiceNow. I would rate this product an eight out of ten.."

Hemanthreddy Vakiti
Data Engineer at a tech vendor with 10,001+ employees

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"I am using ServiceNow and do not see any issues with it currently. I am happy with the interface of ServiceNow. By network hierarchy, I mean the information about the firewall and how it starts from end to end with servers, switches, routers, firewalls, and all related network tools, from the Internet to Endpoint. We need each and every piece of information about which branch and host is sometimes unmanaged without any identity, and for those, we need to create a separate group. If I had the opportunity to add a feature to ServiceNow, I would add extra information such as IPs and network hierarchy. ServiceNow is not cheap, but it offers standard functionality and features compared to all ticketing systems. I would rate ServiceNow an eight because of its capabilities. My company is a customer of ServiceNow.."

Vangala Prashanth Babu
Cyber Security Specialist at cmc

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"I would recommend ServiceNow to organizations looking for a scalable workflow automation platform, especially those needing centralized incident, request, change management, and asset management. For example, a large organization with multiple support teams can use ServiceNow to automate ticket routing, approvals, and service workflows. ServiceNow is a strong choice for organizations seeking workflow automation, service management, operational efficiency, and scalable IT service processes.

"ServiceNow is a very strong platform and an excellent choice for any organization that needs infrastructure-related support, such as tracking workflows, incidents, or changes in the environment. This platform is excellent, and its performance is also very strong. I would rate this review at four stars for the overall ServiceNow experience.."

Validated user
Cloud Administrator at a tech vendor with 10,001+ employees

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"My advice for others considering ServiceNow is to assess their needs for multiple workflow applications. If your organization requires several applications, I recommend viewing ServiceNow as a unified platform where you can certainly see the ROI. With the App Engine, a single license can cover multiple applications, allowing users to fulfill roles across projects, leading to increased efficiency and ROI.

ServiceNow's integrations are significant for my team as we have Integration Hub, and for custom integrations, we create scripted REST APIs for inbound connections and REST messages for outbound connections, making it easy to connect to any system with web service REST API support. In the past, we used SOAP, but now we focus on REST. We connect with third-party REST APIs, and for inbound requests needing extensive coding, we utilize scripted REST APIs. Otherwise, we use our import set APIs with staging table data retrieval, updating the target table based on

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transform maps. Regarding AI, we use Now Assist for ITSM and Now Assist for Creator; the Build Agent for Creator is a game changer, allowing coding with cursors outside the platform while syncing back, and enabling the building of global and scoped applications, which is very helpful.

One of the main outcomes from using ServiceNow is the integration mentioned earlier. We created an application for generating invoices in SAP where users wish to verify what they sent, as they cannot log in daily to see the data they provided and the invoice created. ServiceNow UI provides a more user-friendly solution, particularly for attachments required by customers, which prompted the need for this solution. I rate customer service at a level of three.."

Validated user
Application Development Associate & Manager at a tech vendor with 10,001+ employees

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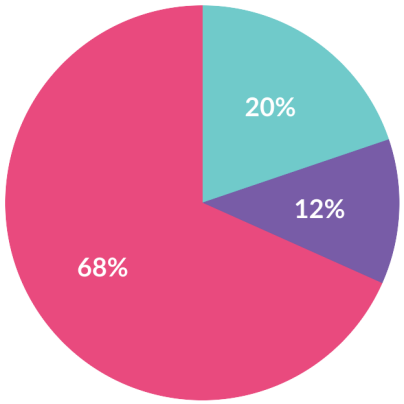

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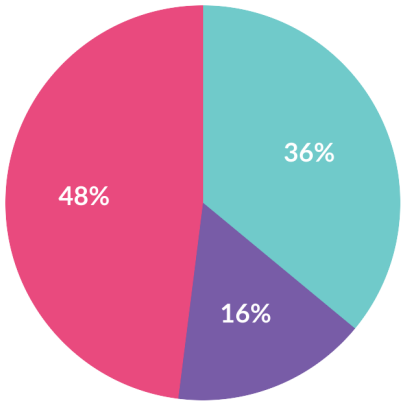

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