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Accelerate cloud excellence with ServiceNow and Microsoft Azure



More and more organizations are moving to the cloud, but now they must prove the value of their investments.

Many organizations today have already, or have plans to, move to the cloud. Now, they need to show the value of their investments—including savings and ROI—while scaling cloud across the enterprise. In order to do so, both people and processes need to evolve to embrace the rapid innovation enabled by cloud technologies. But there are several challenges they face, including:

- Insufficient talent with cloud expertise
- Legacy processes that slow operations down
- Limited ROI due to lagging legacy apps

When organizations combine ServiceNow IT Service Management (ITSM) and IT Operations Management (ITOM), they can use a single platform across IT to streamline the delivery of new technology services, which empowers better employee and customer experiences.

IT can now automate and streamline key processes—including event, incident, problem, configuration, and change management—creating a complete, consistent, and integrated IT operational framework that drives efficiency and improves service quality.

With ServiceNow and Microsoft Azure, organizations can quickly plan, scale, and operate new apps, services, and infrastructure quickly across the most trusted and comprehensive cloud.



Plan and manage cloud journeys



Operate cloud services



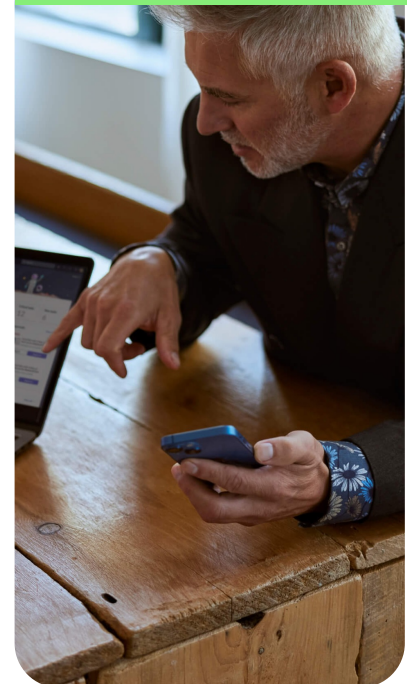
Scale cloud processes with governance

Create a unified cloud operating model

Expand technology while reducing costs

Drive technology best practices optimized on Azure

Deliver extraordinary employee experiences



Plan and manage cloud journeys

Most organizations already have plans for cloud migrations, but now they need to accelerate those plans to show ROI sooner. Efforts like reviewing the lifecycle risk of hardware and what software you have licenses for can help leaders automate the identification of priority applications to retire—resulting in cost savings and reduced risk.

ServiceNow's CMDB provides a single source of truth to maintain asset and software accuracy and get complete visibility of all on-premises and cloud applications, so organizations can easily identify what apps and processes need to be migrated to Azure or simply shut down.



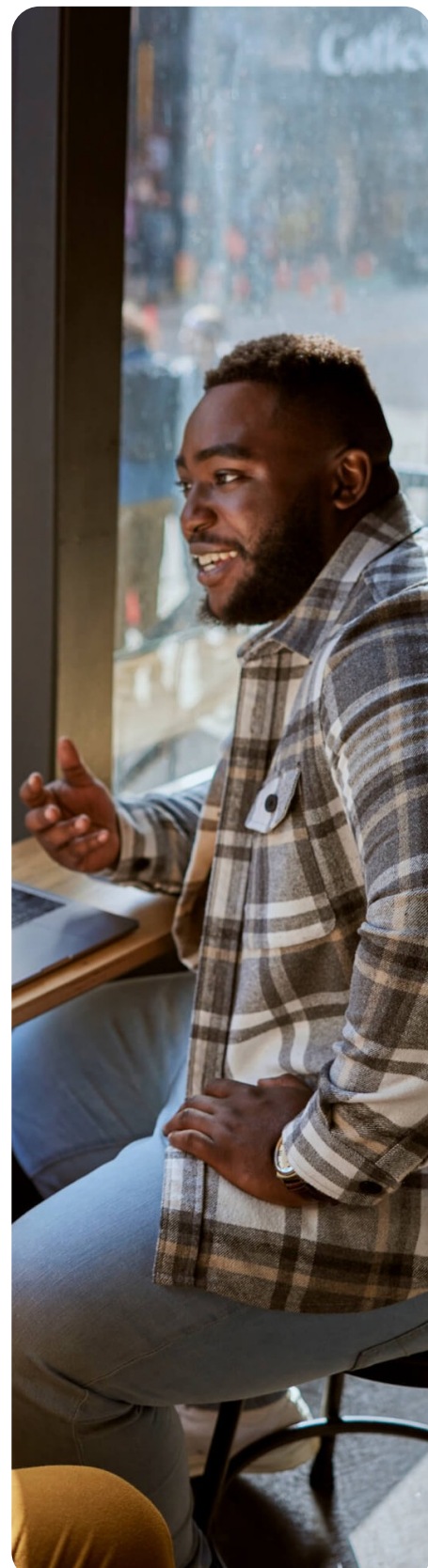
Plan and optimize for cloud, hardware, software, lifecycle spend, and rationalize new apps and technology. Provide visibility and reduce risk and cost across a single platform.



Automate management of your software entitlements including Windows Server, M365, and Azure to identify potential cost savings, and institute chargebacks.



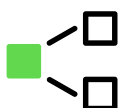
Understand how to accelerate your cloud migration plans to show ROI sooner with an agile plan that prioritizes applications based on business impact, cost savings, and technology risk.



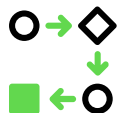
Scale Cloud Center of Excellence (CCoE) processes with governance

There's a massive opportunity to scale cloud services with service operations process automation. By automating cloud requests from a catalog, tracking changes via APIs, and maintaining visibility of services in the CMDB, organizations can drive the process adherence needed for large enterprises with a frictionless experience. But the missing link for many organizations and their CCoE is having wider access to cloud services and making them easier to consume.

Azure DevOps has automated and curated pipelines for developer-facing services while ServiceNow enables teams to discover cloud tags, virtual machines, servers, functions, containers, and more—all delivered via a single cloud operations workspace.



Deliver Azure services faster by easily connecting to already-defined cloud services and infrastructure using service catalogs.



Automate and maintain a complete, accurate, and up-to-date record of your end-to-end IT estate in your ServiceNow CMDB with service mapping.



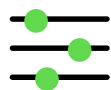
Gain complete visibility of cloud resources with tag-based service mapping that enables teams to map applications to their underlying topology—providing additional business context for visibility and troubleshooting.



Operate cloud services with greater efficiency

Organizations can't afford to have critical services go down. But this can be especially challenging during transitions to the cloud, since the mix of on-prem and cloud is constantly changing. Driving automation at the operating stage is paramount. With AIOps, organizations can automatically bring together data from on-prem and cloud sources to prevent service degradation.

ServiceNow's powerful, out-of-the-box integration with Azure Monitor and other monitoring tools, uses a single data model for all of IT, so organizations can automate within the stack and across different layers to create efficient workflows with less cost and customization.



Use AIOps and Predictive Intelligence to deliver better employee experiences and faster resolution in service delivery.



Reduce noise, security risk, and speed up incident response by connecting security and IT.



Collect data from cloud resources with cloud configuration governance. Then validate the data against policy rules, identify violations, and act to immediately remediate the issue.





Accelerate cloud excellence

ServiceNow Technology Workflows and Microsoft Azure help enterprises accelerate their journey to the cloud, by combining the engagement and action layer used by most enterprises today with the most complete and intelligent cloud.

Comprehensive visibility of cloud costs and usage helps businesses identify and automate opportunities to reduce cloud spend, while automated cloud provisioning supports organizations in establishing an effective governance model without compromising agility.

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