ServiceNow

Legend: Deployed. | Proposed. | Not subscribed. | Subscribed but not used.

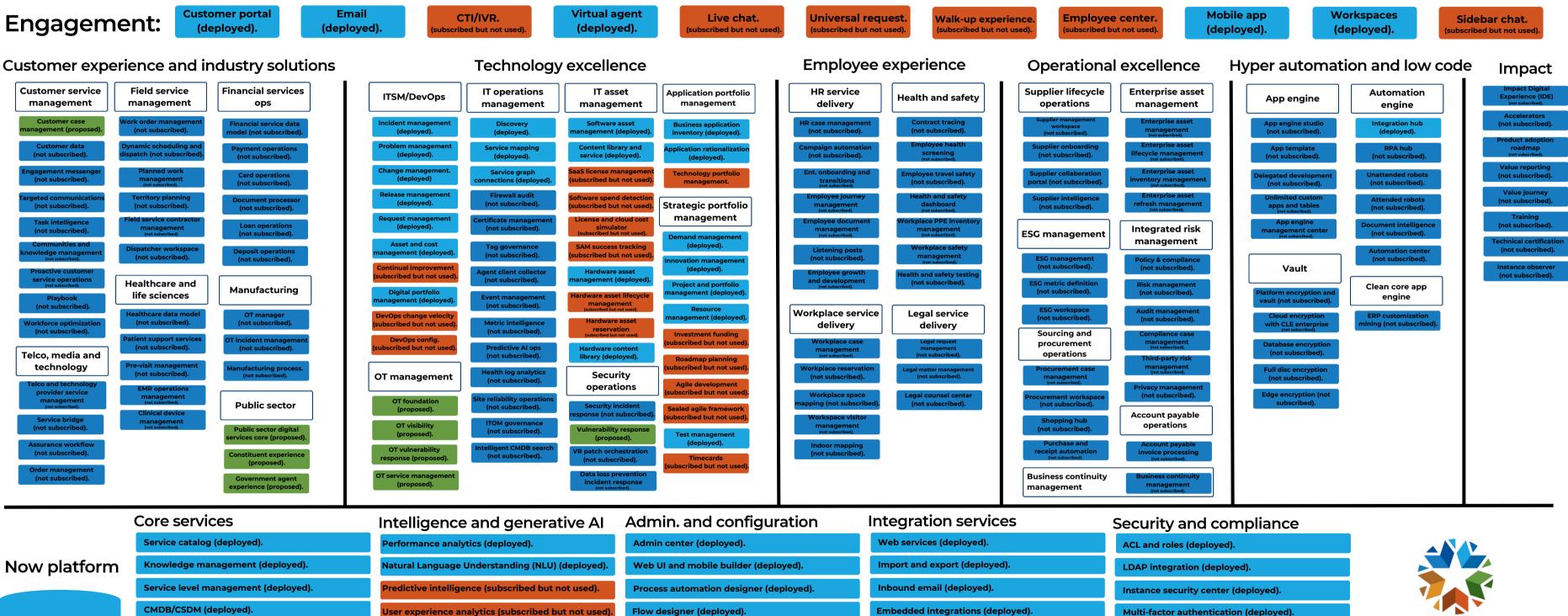**ServiceNow** is a software company that develops a cloud computing platform to help companies manage digital workflows for enterprise operations.

Engagement:
- Customer portal (deployed).
- Email (deployed).
- CTI/IVR. (subscribed but not used).
- Virtual agent (deployed).
- Live chat. (subscribed but not used).
- Universal request. (subscribed but not used).
- Walk-up experience. (subscribed but not used).
- Employee center. (subscribed but not used).
- Mobile app (deployed).
- Workspaces (deployed).
- Sidebar chat. (subscribed but not used).

Customer experience and industry solutions

Customer service management
- Customer case management (proposed).
- Customer data (not subscribed).
- Engagement messenger (not subscribed).
- Targeted communications (not subscribed).
- Task intelligence (not subscribed).
- Communities and knowledge management (not subscribed).
- Proactive customer service operations (not subscribed).
- Playbook (not subscribed).
- Workforce optimization (not subscribed).

Telco, media and technology
- Telco and technology provider service management (not subscribed).
- Service bridge (not subscribed).
- Assurance workflow (not subscribed).
- Order management (not subscribed).

Field service management
- Work order management (not subscribed).
- Dynamic scheduling and dispatch (not subscribed).
- Planned work management (not subscribed).
- Territory planning (not subscribed).
- Field service contractor management (not subscribed).
- Dispatcher workspace (not subscribed).

Healthcare and life sciences
- Healthcare data model (not subscribed).
- Patient support services (not subscribed).
- Pre-visit management (not subscribed).
- EMR operations management (not subscribed).
- Clinical device management (not subscribed).

Financial services ops
- Financial service data model (not subscribed).
- Payment operations (not subscribed).
- Card operations (not subscribed).
- Document processor (not subscribed).
- Loan operations (not subscribed).
- Deposit operations (not subscribed).

Manufacturing
- OT manager (not subscribed).
- OT incident management (not subscribed).
- Manufacturing process. (not subscribed).

Public sector
- Public sector digital services core (proposed).
- Constituent experience (proposed).
- Government agent experience (proposed).

Technology excellence

ITSM/DevOps
- Incident management (deployed).
- Problem management (deployed).
- Change management. (deployed)
- Release management (deployed).
- Request management (deployed).
- Asset and cost management (deployed).
- Continual improvement (subscribed but not used).
- Digital portfolio management (deployed).
- DevOps change velocity (subscribed but not used).
- DevOps config. (subscribed but not used).

OT management
- OT foundation (proposed).
- OT visibility (proposed).
- OT vulnerability response (proposed).
- OT service management (proposed).

IT operations management
- Discovery (deployed).
- Service mapping (deployed).
- Service graph connections (deployed).
- Firewall audit (not subscribed).
- Certificate management (not subscribed).
- Tag governance (not subscribed).
- Agent client collector (not subscribed).
- Event management (not subscribed).
- Metric intelligence (not subscribed).
- Predictive AI ops (not subscribed).
- Health log analytics (not subscribed).
- Site reliability operations (not subscribed).
- ITOM governance (not subscribed).
- Intelligent CMDB search (not subscribed).

IT asset management
- Software asset management (deployed).
- Content library and service (deployed).
- SaaS license management (subscribed but not used).
- Software spend detection (subscribed but not used).
- License and cloud cost simulator (subscribed but not used).
- SAM success tracking (subscribed but not used).
- Hardware asset management (deployed).
- Hardware asset lifecycle management (subscribed but not used).
- Hardware asset reservation (subscribed but not used).
- Hardware content library (deployed).

Security operations
- Security incident response (not subscribed).
- Vulnerability response (proposed).
- VR patch orchestration (not subscribed).
- Data loss prevention incident response (not subscribed).

Application portfolio management
- Business application inventory (deployed).
- Application rationalization (deployed).
- Technology portfolio management.

Strategic portfolio management
- Demand management (deployed).
- Innovation management (deployed).
- Project and portfolio management (deployed).
- Resource management (deployed).
- Investment funding (subscribed but not used).
- Roadmap planning (not subscribed).
- Agile development (subscribed but not used).
- Sealed agile framework (subscribed but not used).
- Test management (deployed).
- Timecards (subscribed but not used).

Employee experience

HR service delivery
- HR case management (not subscribed).
- Campaign automation (not subscribed).
- Ent. onboarding and transitions (not subscribed).
- Employee journey management (not subscribed).
- Employee document management (not subscribed).
- Listening posts (not subscribed).
- Employee growth and development (not subscribed).

Workplace service delivery
- Workplace case management (not subscribed).
- Workplace reservation (not subscribed).
- Workplace space mapping (not subscribed).
- Workspace visitor management (not subscribed).
- Indoor mapping (not subscribed).

Health and safety
- Contract tracing (not subscribed).
- Employee health screening (not subscribed).
- Employee travel safety (not subscribed).
- Health and safety dashboard (not subscribed).
- Workplace PPE inventory management (not subscribed).
- Workplace safety management (not subscribed).
- Health and safety testing (not subscribed).

Legal service delivery
- Legal request management (not subscribed).
- Legal matter management (not subscribed).
- Legal counsel center (not subscribed).

Operational excellence

Supplier lifecycle operations
- Supplier management workspace (not subscribed).
- Supplier onboarding (not subscribed).
- Supplier collaboration portal (not subscribed).
- Supplier intelligence (not subscribed).

ESG management
- ESG management (not subscribed).
- ESG metric definition (not subscribed).
- ESG workspace (not subscribed).

Sourcing and procurement operations
- Procurement case management (not subscribed).
- Procurement workspace (not subscribed).
- Shopping hub (not subscribed).
- Purchase and receipt automation (not subscribed).

Business continuity management
- Business continuity management (not subscribed).

Enterprise asset management
- Enterprise asset management (not subscribed).
- Enterprise asset lifecycle management (not subscribed).
- Enterprise asset inventory management (not subscribed).
- Enterprise asset refresh management (not subscribed).

Integrated risk management
- Policy & compliance (not subscribed).
- Risk management (not subscribed).
- Audit management (not subscribed).
- Compliance case management (not subscribed).
- Third-party risk management (not subscribed).
- Privacy management (not subscribed).

Account payable operations
- Account payable operations (not subscribed).
- Account payable invoice processing (not subscribed).
- Business continuity management (not subscribed).

Hyper automation and low code

App engine
- App engine studio (not subscribed).
- App template (not subscribed).
- Delegated development (not subscribed).
- Unlimited custom apps and tables (not subscribed).
- App engine management center (not subscribed).

Vault
- Platform encryption and vault (not subscribed).
- Cloud encryption with CLE enterprise (not subscribed).
- Database encryption (not subscribed).
- Full disc encryption (not subscribed).
- Edge encryption (not subscribed).

Automation engine
- Integration hub (deployed).
- RPA hub (not subscribed).
- Unattended robots (not subscribed).
- Attended robots (not subscribed).
- Document intelligence (not subscribed).
- Automation center (not subscribed).

Clean core app engine
- ERP customization mining (not subscribed).

Impact
- Impact Digital Experience (IDE) (not subscribed).
- Accelerators (not subscribed).
- Product adoption roadmap (not subscribed).
- Value reporting (not subscribed).
- Value journey (not subscribed).
- Training (not subscribed).
- Technical certification (not subscribed).
- Instance observer (not subscribed).

Now platform

One data model.

Core services
- Service catalog (deployed).
- Knowledge management (deployed).
- Service level management (deployed).
- CMDB/CSDM (deployed).
- Survey and assessments (deployed).
- Reports and dashboards (deployed).
- Visual task board (subscribed but not used).
- Document management (subscribed but not used).

Intelligence and generative AI
- Performance analytics (deployed).
- Natural Language Understanding (NLU) (deployed).
- Predictive intelligence (subscribed but not used).
- User experience analytics (subscribed but not used).
- Automation discovery (deployed).
- Process mining (not subscribed).
- Now assist for search (not subscribed).
- Generative AI controller (not subscribed).

Admin. and configuration
- Admin center (deployed).
- Web UI and mobile builder (deployed).
- Process automation designer (deployed).
- Flow designer (deployed).
- Advanced work assignment (subscribed but not used).
- Decision builder (subscribed but not used).
- Seamless upgrades (deployed).
- Automated test framework (subscribed but not used).

Integration services
- Web services (deployed).
- Import and export (deployed).
- Inbound email (deployed).
- Embedded integrations (deployed).
- Integration hub (deployed).
- Integration with Microsoft Teams (deployed).
- Integration with Google Business messages. (not subscribed).
- Instance data replication (not subscribed).

Security and compliance
- ACL and roles (deployed).
- LDAP integration (deployed).
- Instance security center (deployed).
- Multi-factor authentication (deployed).
- Antivirus scanning (deployed).
- Data certification (deployed).
- Subscription management (deployed).
- Domain separation (not subscribed).

OKLAHOMA
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