

# 4 key questions to assess your ServiceNow ROI

Explore four key questions that will help you assess whether you are optimising your ServiceNow ROI and evaluate your IT service management strategy.

**In today's rapidly evolving business landscape, where digital transformation is not just a buzzword but a strategic imperative, organisations are constantly seeking ways to maximise the value of their investments in technology.**

**To truly harness the full potential of ServiceNow, especially when factoring in the complexities of IT operations management, it's essential to continuously evaluate and measure its return on investment (ROI).**

## **Question 1: Do you have high mean time to resolution (MTTR) for incidents?**

ServiceNow provides powerful incident management capabilities, allowing you to streamline incident handling, automate routine tasks, and prioritise incidents based on their impact.

MTTR should be analysed regularly as there is a strong correlation between high MTTR and customer satisfaction. If your organisation has a high MTTR it is more likely you'll be affected by significant downtime and outages due to unresolved incidents.

ServiceNow's Service Operations can help to reduce MTTR by ensuring efficient incident assignment (who can resolve the problem first time), escalation (make relevant people aware), and resolution processes (automated and preemptive resolution methods). The system offers built-in proactive monitoring, event

correlations, automation and predictive analytics.

## **Question 2: Are your teams consistently fire-fighting incidents?**

If your teams are constantly reacting to incidents it puts them on the back foot straight way and is a sign of underlying issues in your IT operations.

What if you could turn them from reactive to proactive and resolving issues before your customers know something is wrong? ServiceNow's IT Operations Management (ITOM) offers proactive monitoring, event management, and predictive analytics.

## **Question 3: Do you have poor visibility over your infrastructure?**

You can't manage what you can't measure. Whilst this is a management phrase it also applies to your IT infrastructure, if you don't know what

“ITOM has allowed us to introduce automation into our chain as we deal with events and alerts. We can now bring a consolidated view of event sources onto a single dashboard. We have one place to respond to events as integrated alerts are really powerful.\*

you have you can't control it and improve it. Having a great CMDB is the first step on any AIOps journey and putting the time and effort in at this stage will pay dividends later on.

ServiceNow's ITOM and IT Service Management (ITSM) integrations provide end-to-end visibility over your infrastructure. You can gain insights into your infrastructure's health, performance, and dependencies, enabling quicker issue identification and resolution. With a unified view of your IT landscape, you can make informed decisions and prevent service disruptions.

#### Question 4: Are you seeing a high number of major incidents or alert storms?

Are your service level agreements increasingly demanding, hybrid business services more complex and IT operations team struggling to maintain business service quality? Today with non-stop digital transformation, cloud-first strategies and accelerating DevOps adoption, IT operations can no longer keep up. Businesses are innovating faster than ever before, but IT is still dealing with siloed traditional tools and manual processes.

ServiceNow's event management and AIOps capabilities can help you detect and respond to critical incidents

more effectively. By implementing automation, machine learning, and orchestration, you can reduce the noise, identify root causes faster, and proactively prevent similar incidents.

**By implementing a successful AI-enabled Service Ops strategy, business should experience...**

**99.2% reduction in event noise**

**50% meantime to resolution reduction**

**9.5k hours saved per month**

**70% outage reduction**

As a ServiceNow Partner, we have worked with large multi-national companies operating across multiple sectors including in the utility, finance, retail and aviation. We can help you:

- Cut through event noise to create actionable work.
- Rapidly identify service outages and degradations.
- Remediate service and infrastructure issues accurately.
- Drive continuous improvement in service quality.

\* ServiceNow Developer, Virgin Money

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We understand the business of our clients and know what it takes to transform it into the future. At NTT DATA Business Solutions, we drive innovation - from advisory and implementation, to managed services and beyond, we continuously improve our solutions and technology to make them work for companies - and for their people.

