

Performance Analytics: The blueprint for success

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Using Performance Analytics to monitor how a process is behaving, if, when, and how you should iterate, and if other optimization attempts have been successful or not—that's the definition of success for us. And, that's why we put Performance Analytics on everything.



Cost savings

\$5M

saved on a single enterprise rollout project



Immediate value

Gain access to out-of-the-box KPIs and dashboards precisely tuned for your ServiceNow applications

Quick deployment

Implement without integration and modeling efforts to see results in weeks instead of months or years

Increase automation

Uncover and remove the tedious, repetitive work from your organization



Time savings

320 hours

recovered per month in manual reporting

In-platform access

Stop maintaining manual spreadsheets and complicated ETL processes with automated data collection

On-demand answers

Instantly answer questions and drill into results with intuitive, self-service analysis

Embedded analytics

Natively surface answers and provide intelligent guidance within existing workflows

Improved performance

200%

increase in service catalog consumption



Real-time visibility

Act on current data instead of waiting for next week's status report presentation

Absolute focus

Clearly highlight and prioritize the most important work for your teams with sophisticated Spotlight rankings

Connected objectives

Connect executive-level goals to metrics that service owners and front-line workers can influence and affect every day



Decreased risk

60%

reduction in critical incident response time

No surprises

Receive alerts for unusual activity so you can proactively address issues and maintain SLA compliance

Future visibility

Stay a step ahead with forecasts that accurately predict upcoming results and reveal when you'll achieve your goals

Native security

Keep your data secure within the platform and protect record-level information using existing security permissions

Clear decision-making

111%

ROI after increasing access to analytics by 20x



Trusted data

Provide a single source of truth and stop questioning the validity of ad-hoc spreadsheets and anecdotal information

Complete transparency

Read between the lines by extracting trends and patterns from words and phrases in unstructured text fields

Essential perspective

Give each stakeholder the exact views they need to act with confidence, from anywhere, while on any device

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