At a Glance

Drive Continual Service Improvement

Built on the robust enterprise cloud, ServiceNow Benchmarks provides clear visibility into your IT service management key performance indicators (KPIs) and trends, giving you comparative insights relative to the industry averages of your peers.

Benefits

Make Data-Driven Decisions

View your ITSM KPIs in light of current trends.

Identify Improvement Opportunities

Understand your organization's service performance and areas for improvement by looking at industry averages and the performance of your peer groups.

Establish Service Leadership

Use this data to surpass industry standards and lead the trends.

ServiceNow Benchmarks

The Challenge

Lack of visibility into various aspects of a service organization's performance causes a persistent challenge for organizations that want continuous service improvement. "How are we doing?" is a common question company leadership asks their IT professionals. Do the IT professionals in your organization have the right metrics to have a good conversation? Or is "We'll get back to you" the standard response?

Most organizations have been unable to gain visibility into key performance indicators (KPIs) and trends without allocating significant budget and resources for expensive analytics. Moreover, any benchmarking effort to compare the organization's service performance relative to industry averages has little lasting success. This is because traditional benchmark reports cost thousands of dollars. Based on manual surveys that can take three to six months to publish, the reports fail to provide on-going and up-to-date trends and comparisons, which means that businesses need to pay consultants to implement and interpret the findings. So far, performance reporting and benchmarking has been an expensive undertaking with little to no results.

The Solution

ServiceNow® Benchmarks is an IT service management (ITSM) solution that paves the way for organizations to drive continual service improvement. Built on the robust enterprise cloud, Benchmarks provides clear visibility into your IT service management key performance indicators (KPIs) and trends, giving you comparative insights relative to the industry averages of your peers. Organizations can understand opportunities by contrasting actual service performance with recognized industry standards or their peer group's service performance.

Customers can see their performance relative to global benchmarks in a side-by-side comparison. Additionally, benchmarking results can be filtered by industry vertical and/or company size to make the results more relevant to their organization.

With a single click, customers can see the results of all published KPIs and the previous six months of history. Customers can use the trend data to measure and report on service delivery progress over time. ServiceNow Benchmarks drives meaningful conversations with full context around what is working well and where improvements can be made.
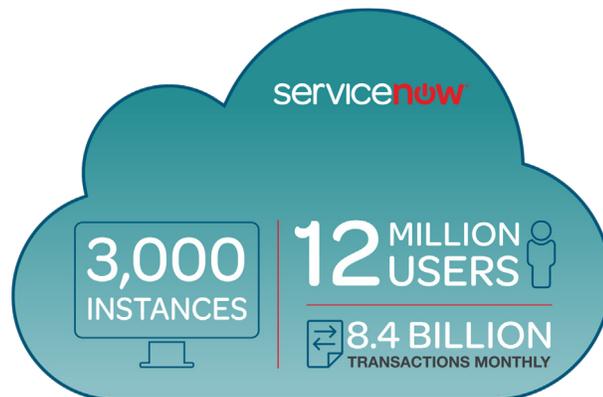
Unlike other benchmark solutions, ServiceNow Benchmarks' scale and global reach is unmatched in the service management industry

Why ServiceNow Benchmarks?

Industry's Most Up-to-Date Benchmarks

Get fresh monthly reports based on data collected on a daily basis. Traditional benchmark reports fail to provide on-going, up-to-date trends and comparisons since they often rely on manual surveys. ServiceNow data collection is automated and updated each month.

Industry's Largest Data Set

ServiceNow's scale and global reach is unmatched in the service management industry. Take advantage of the industry's largest benchmark data set to gain immediate insights into your service performance. ServiceNow Benchmarks is based on data from 12 million active users and over 8.4 billion transactions in its cloud each month.

Strict Data Privacy

ServiceNow Benchmark data is based on aggregated, anonymized service management data from businesses across the globe. Strict data privacy is maintained throughout the process.

What You Get

Instant Access to ITSM KPIs and Trends

With a single click, organizations can see ITSM KPIs and the previous six months of historical performance making it easy to measure service delivery and take corrective action where necessary.

Comparative Insights Relative to Industry Averages

Customers can identify organizational opportunities by comparing their performance with recognized industry standards and peer groups. Organizations have the flexibility to get insights relative to the same industry or similar-size companies.

Who Gets Access?

Instant Access to ITSM KPIs and Trends

ServiceNow® Benchmarks is **available to all ServiceNow ITSM customers**, by simply logging into the HI portal.

ServiceNow takes privacy and security very seriously. Users can only view the data for their organization. All other data is aggregated, anonymized, and normalized.

Pricing

ServiceNow® Benchmarks is **complimentary** for all ServiceNow customers. To have instant insight into your ITSM KPIs and trends, take ServiceNow® Benchmarks for a [test drive](#).

If you have questions, please contact us at Benchmark.Feedback@ServiceNow.com.

Monthly ITSM KPIs relative to global averages

Six-month trend relative to global for the KPI "Average time to close a high priority incident"