

## Finally, a no-compromise service management software solution built to help you do amazing things

### Benefits

#### Resolve Issues Faster

Say goodbye to your legacy help desk and the chaos of managing support with email. Say hello to insanely fast, automated service delivery.

#### Help Users Help Themselves

Offer a self-service portal that lets your users solve many of their own problems, request IT services, log issues, and track progress—all without picking up the phone or sending a single email.

#### Discover and Control Your Assets

With a complete system of record offering total visibility and control of your IT components, you have a connected view of systems, networks, and software to drive and improve problem resolution.

#### Gain Real-Time Insight

Generate interactive dashboards and distribute reports based on any metric—all at the click of a button. Real-time reporting and dashboards get you to the source of issues quickly.

#### Create Your Own Services

Deliver services, not code. ServiceNow Express lets you design service requests and process flows quickly for any department, without adding to your IT burden.

#### Proven Enterprise-Grade Cloud

Cloud Express runs in the industry-leading ServiceNow enterprise cloud, giving you the same scalability, performance, and security that the world's largest enterprises depend on.

### Ready, Set, NOW!

We understand. Your daily challenge is to achieve extraordinary results with limited resources and budget. People expect miracles from you. But it's hard to deliver them without the right tools. You need a solution that provides rapid value and lives at the speed of NOW.

ServiceNow Express<sup>SM</sup> empowers you to do the extraordinary. We automate your daily support tasks and help you to track, measure, and process any unit of work. We do it all by delivering cloud-based service management software that's fast to deploy and simple to configure.

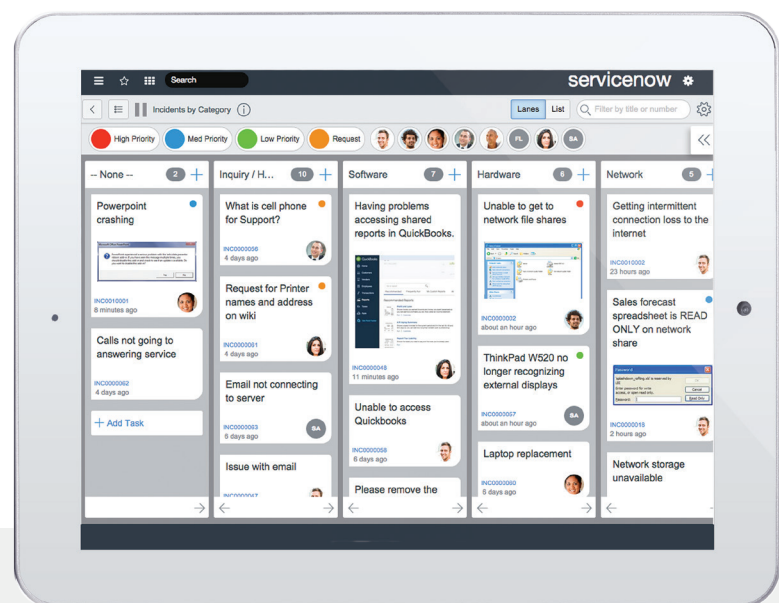
### Automate your way to better service management

Express offers a complete set of IT service management applications, including:

- Incident, problem, change, and request management
- Asset discovery, tracking, and configuration
- Self-service portal and knowledge base
- Reports and dashboards

Express is easy to use, scalable, and powered by the ServiceNow enterprise cloud. You'll rest easy knowing that ServiceNow can grow with you—no need to rip and replace. Your investment is protected. ServiceNow is the only cloud provider to offer an ITSM path for IT departments to grow their services without the replacement burden.

At last you can stop firefighting and get more work done—from routing and escalating service requests across departments to monitoring service satisfaction, measuring team productivity, and tracking valuable assets. Built in the cloud, ServiceNow Express is the solution your team deserves.



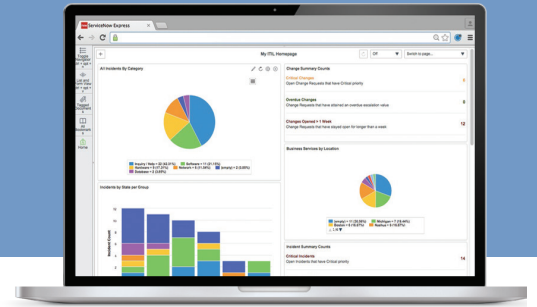
Free Trial

[www.servicenowexpress.com/demo](http://www.servicenowexpress.com/demo)

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“We are now a more ITIL driven department thanks to the processes in ServiceNow Express. As we continue to drive user adoption, walk ups have been reduced by at least 40%.”

- IT Manager, Medium Enterprise Pharmaceuticals Company



Reporting and dashboards

## Do all this with a single service management solution

### Eliminate Fragmented ITSM Systems

Get users back up and running quickly with automated ticket routing and escalation policies.

### Easy Guided Setup

Follow ITIL-compliant configuration steps and embedded help to deploy Express in a matter of days instead of weeks.

### Work Smarter

Change the way you manage projects using intuitive kanban-inspired visual task boards that make it easy to drag and drop tasks, manage team assignments, and dynamically set priorities.

### Work Faster

Keep your business moving—and your end users smiling—by automating ticket assignments, notifications, and SLAs.

### Create Reports with One Click

Convert lists to graphs and charts, group by any metric, and publish to a dashboard—all with a single click.

### Manage Change

Quickly identify business service outages and keep operations humming by automating change requests and approval processes.

### Use a Single System of Record

Monitor and manage network computers, servers, devices, and software across multiple domains—no spreadsheet required.

### Fix Recurring Issues

Easily relate multiple incidents to a problem, and automatically notify impacted users.

### Collaborate and Communicate

Share and resolve issues across team members by leveraging native social and collaboration tools.

### Enable a Consumer Experience

Use a service catalog as a one-stop shop for all service requests across IT and throughout your business.

### Share Know-How

Enable users to search for solutions and workarounds in a categorized knowledge base.

### Go Mobile

Provide anywhere, anytime service support with smartphone and tablet access.

### Expand Beyond IT

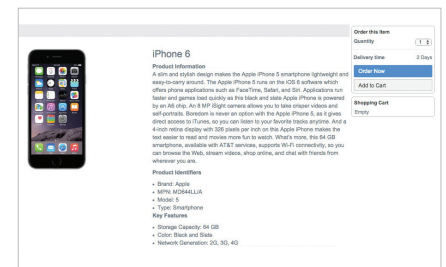
Create new services or convert legacy document-request processes into online, self-service requests for any department.

### Leverage the Enterprise Cloud

Maintain high availability and uptime through our enterprise-grade data centers.

### Broaden Your Services with 3<sup>rd</sup> Party Apps

Easily connect Express to 3<sup>rd</sup> party solutions and data with ready-to-deploy certified integrations available on the ServiceNow Store.



Self-service portal



Access from anywhere



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Free Trial

[www.servicenowexpress.com/demo](http://www.servicenowexpress.com/demo)

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