

ServiceNow in a nutshell

- A solution that's built from the ground up, according to your organization's needs
- Offers customizations and integrations for specific use cases
- Relies on partners for implementation and consultancy
- Takes 6 to 12+ months to implement the full functionalities
- Offers 24/7 technical support for product issues after go-live
- Requires a dedicated team of developers for implementation and updates

ServiceNow is a good fit for organizations that...

- are larger in structure
- have complex, unique ITSM needs that standardized solutions can't meet
- want to build a solution from the ground up to fit those needs
- have a dedicated team of developers to configure and maintain the tool
- have the budget for custom development and ongoing specialist support

Things to consider when evaluating ServiceNow

- **Complexity vs. usability**
ServiceNow's expansive feature set often comes at the cost of user experience.
- **Resource requirements**
Organizations frequently underestimate the ongoing developer resources needed.
- **Customization dependency**
Heavy customization can create reliance on specific individuals or consultants.
- **Update complications**
Custom configurations can make updates and changes more time-consuming

