

# Bosch Rexroth

## Customer Testimonial



**Consolidate**  
functionality



**Single truth**



**Decrease** production  
impacts

### Business Challenge

- Increasing automation and efficiency is seen as critical with the significant expansion of business and technology services
- Easily assess impacts of changes and upgrades on complex OT environments

### Why ServiceNow

This global manufacturer and eco system provider has worked with ServiceNow for several years and sees us as a business-process enabler and core solution for digital transformation. It found ServiceNow to be the right choice to help with its new multi-year plan for operational technology improvements.

### Business Value

- Streamline production processes to improve response to incidents
- Consolidate to a unified source of truth for accurate and auditable reporting of asset and vulnerability management and compliance



**Industry:**  
Manufacturing

**Location:**  
Germany

**Company size:**  
10,000+ employees

**Purchased:**

- Operational Technology Management
- Visibility Operational Technology Service Management

# Norsk Hydro

## Customer Testimonial



**Reduce  
Enterprise** risk



**Single truth**



**Ultimately** increase  
OEE

### Business Challenge

- Norsk Hydro lacked visibility into the status of its OT assets and had a mandate to improve industrial security position
- Need to declare the awareness and status of all their assets in order to satisfy government regulations and contract requirements. This made need the need for a system that allowed for full OT visibility and management mandatory to continue to operate their business

### Why ServiceNow

Hydro are driven by tightening regulation and timescales influenced by the Norwegian government. The customer chose ServiceNow to remain compliant, continue uninterrupted production and safe guard against security threats increasingly impacting critical infrastructure.

**servicenow**

### Business Value

- With OTM, Norsk are able to discover OT asset status dynamically while monitoring, managing and securing these assets.
- Building on their strength with IRM, they can control and manage their risk exposure while satisfying the demands of regulations and decrease manual processes and reduce risks

#### Industry:

Metal Production

#### Location:

EMEA

#### Company size:

10,000+ employees

#### Purchased:

- Operational Technology Management Visibility with Performance Analytics
- Additional Security Operations licenses including OT VR



# Water Utilities

## Case Study



**National**  
investment



**Aging**  
infrastructure



**Decrease** service  
risk

### Business Challenge

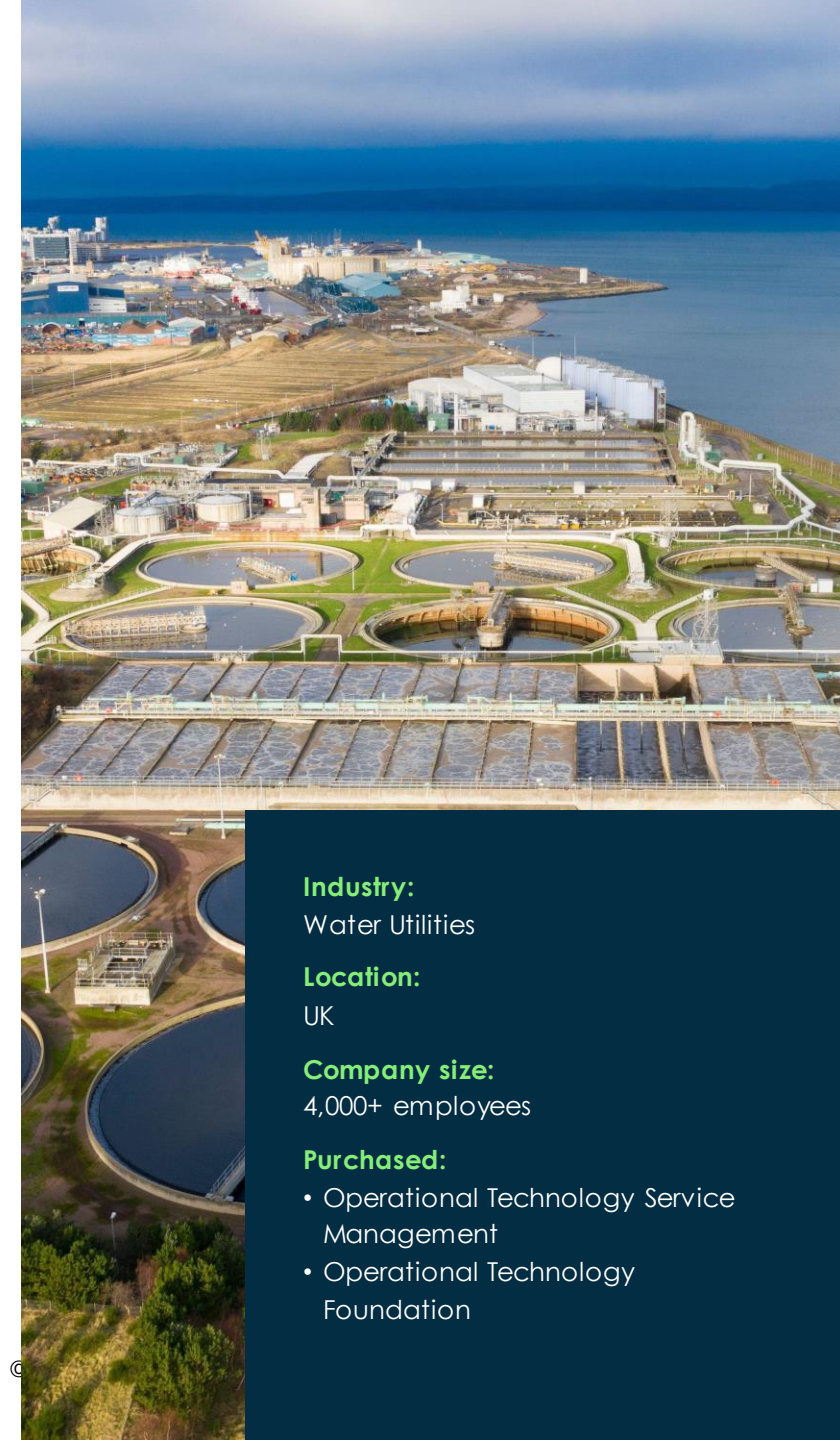
- Lack of effective inventory and risk scoring for regulatory compliance and audits
- Easily assess impacts of changes and upgrades on complex OT environments

### Business Value

- Streamline water treatment plants and pump stations to improve position re cybersecurity threats

### Why ServiceNow

This national utilities provider and critical infrastructure organisation has worked with ServiceNow for several years and sees us as a business-process enabler and core solution for digital transformation. It found ServiceNow to be the right choice to help with its new multi-year plan for operational technology improvements.



**Industry:**  
Water Utilities

**Location:**  
UK

**Company size:**  
4,000+ employees

**Purchased:**

- Operational Technology Service Management
- Operational Technology Foundation

# Entergy chooses ServiceNow OTM for their critical assets



## Visibility

Greater visibility into their regulated assets



## Efficiencies

Defined change management based on impact



## Regulatory Approval

### Business Challenge

- Lack of visibility of their assets.
- Disconnect between users operational experience and regulatory requirements in ServiceNow
- Locally managed inventories with no integration to the existing toolsets
- Manual and paper based change management in OT

### Solution

- Discovered all the regulated assets including OT, software, and hardware on the network
- Site models for generation and production gave them the ability to assess the business impact of changes and upgrades
- Compliance adherence (NERC/CIP) with defined change control and management playbooks

### Takeaway

Care should be taken with the data before a bulk load with Excel. Fix the standard data model and process. Leverage OT data in workflows for major value in enhancing controls/compliance. Start with your easier to integrate data sets and then move to the more difficult.



#### Industry:

Energy Production

#### Location:

New Orleans, Louisiana

#### Company size:

13,000 employees  
11B Revenue

#### Products:

- OT Visibility