

Drive agility and speed at scale

How to automate workflows to rapidly create apps with scalable development





Uncertainty can be beautiful

The modern enterprise is powered by a need for continuous reinvention, driven by economic factors, societal instability, and disruption. This means the race is on for IT leaders to explore new digital revenues, increase productivity, and adopt new technologies such as generative AI (GenAI).

Not all disruptions are bad

The emergence of new tools and technologies enables businesses to reach higher levels of innovation and efficiency. This, in turn, empowers development teams to drive increased business value and competitive differentiation.

However, big ideas often face big hurdles: finding skilled coders, keeping costs down, and staying nimble. These disruptions slow digital execution and prevent developer productivity.

What if, instead of choosing between saving or growing, you could say “yes” to both?



Put **AI** to work

Built for uncertain times, ServiceNow helps you say “yes” to digital transformation and working in ways you never imagined possible:

- **Optimize and automate your entire organization.** So every person, every system, every process—from the front, middle, and back offices—all work together seamlessly, automatically, harmoniously.
- **Do more with what you have.** Unleash the value of your existing systems through digital simplification.
- **Support teams to work faster, easier, and better.** Accelerate innovation while reducing costs.

Read on for the top intelligent automation and low-code imperatives you need to consider.

Select a challenge. Find a solution.

C1

How do I build apps with less cost, complexity, and risk?

[Skip to C1 →](#)

C2

How do I escape the islands of automation?

[Skip to C2 →](#)



The value of low-code development

Challenge

How do I build apps with less cost, complexity, and risk?

Technology needs are changing quicker than most companies can respond, and the best opportunities come for those who adapt the fastest. To keep up, organizations must transform manual processes into digital workflows, while constantly mining their processes for new optimization opportunities. This creates significant demand for new apps, but many companies don't have enough skilled developers—and finding more is getting harder. At the same time, the need for IT to do more with less and improve ROI is intensifying.

Solution

Reap the benefits of well-governed, low-code development on a unified platform.

With the right low-code solution from ServiceNow, developers can quickly build seamlessly integrated apps with less complexity, cost, and risk. The solution incorporates GenAI to simplify app creation for developers of all skill levels and drastically reduces the time needed to build apps.

In addition to streamlined development, ServiceNow has efficient governance built in—to prevent sprawl and avoid the risk of exposing company data. So your organization can safely scale low-code development without impeding innovation.



Streamline, collaborate, and extend

Innovate faster by enabling your teams to build scalable, low-code apps quickly and simply, with a larger creator pool, using these three paths:

1. Automate workflows

Modernize legacy processes and digitize complicated workflows to streamline your environment.

2. Empower developers

Give citizen and professional developers the right tools to collaborate and convert great ideas into great experiences.

3. Scale safely

Expand development with guardrails across the enterprise—on a single platform.

Learn how to create cross-enterprise apps fast while governing at scale.

[Get the Guide](#)

CUSTOMER SPOTLIGHT

Desjardins Group saves millions and simplifies app development



3,500+

apps consolidated
and centralized

3x

faster application
development and delivery

10

days or fewer of developer
onboarding time

“

With its cloud-based application platform, ServiceNow made it very easy for us to consolidate our legacy enterprise non-mission-critical applications.”

Jean-Pierre Thibert, RADev Center and Shared Services Director, Desjardins

Desjardins Group needed to consolidate and centralize more than 3,500 legacy applications using ServiceNow. The company saved millions of dollars in support and maintenance costs, delivering applications three times faster than before and reducing developer onboarding to 10 days or fewer.

Read The Full Story [➔](#)



Accelerate productivity in the enterprise

Challenge

How do I escape the islands of automation?

Most organizations have systems and processes that are siloed by function. While this may meet department needs in the short term, a lack of cross-enterprise integration leads to disconnected critical systems, such as those for finance and HR. Any process automation typically comes from isolated niche tools, creating inefficient islands of automation, strategic misalignment, and project delays.

Solution

Extend automation to accelerate innovation.

By adding intelligent automation, you can seamlessly connect workflows to any system, document, or task with minimal code. Eliminate manual, repetitive, work with robotic process automation (RPA) and intelligent document processing (IDP). And with process mining, you can gain a unified view across your landscape for additional process improvement insight and easy ROI measurement.



Simplify, automate and optimize

Dramatically improve workforce productivity and empower your teams to focus on what matters most to the organization with these three approaches:

1. **Connect**

Integrate processes and tasks with any enterprise system to reduce manual data entry and expedite cycle times.

2. **Hyperautomate**

Build at-scale task automation with templated designs and comprehensive integrations to expand automation.

3. **Orchestrate**

Optimize workflows with data-driven visibility for spotting improvement opportunities and easily measuring ROI.

Learn how to create cross-enterprise apps fast while governing at scale.

[Get the Guide](#)

CUSTOMER SPOTLIGHT

Marken unlocks vital time and process efficiencies



1.45M

clinical trial shipments
managed globally

85%

of all IT requests are
now automated

12K

requests automated
and more to come

“

Essentially, automation is making it much easier for us to scale with agility; it's completely transformational.”

Tony Clarke, VP of Information Security and IT Operations, Marken

Read The Full Story [➔](#)

With global logistics hubs that handle the specialized storage and distribution of trial pharmaceutical products, Marken relies on delivering consistent, quality services. The company chose ServiceNow automation solutions to deliver streamlined, cost-effective IT services to global employees.

What sets ServiceNow apart?

Intelligent automation and low code help speed up innovation and elevate experiences by expanding developer capacity and productivity, digitizing processes, and unifying silos—all while providing vital governance and visibility. GenAI exponentially accelerates organizations' ability to innovate.

Unify your low-code and intelligent automation efforts with a single platform

ServiceNow® App Engine gets apps built quicker at a greater scale and with less overhead—to drive lower total cost of ownership (TCO). ServiceNow is the clear choice for low-code app development.

ServiceNow® Automation Engine ensures that integrations are built and/or assembled faster and at a greater scale via a strong partnership with IT—and with less overhead to reduce TCO. This makes ServiceNow the better choice for SaaS-based advanced workflow and integration capabilities.



For a deeper exploration of ServiceNow solutions, we recommend the following content:

Customer Insights: Intelligent automation and low-code testimonials

Innovate at scale without the need for extensive coding knowledge. This ebook demonstrates how intelligent automation and low code made it happen for companies such as Nascar, Petrobras, and Boeing.

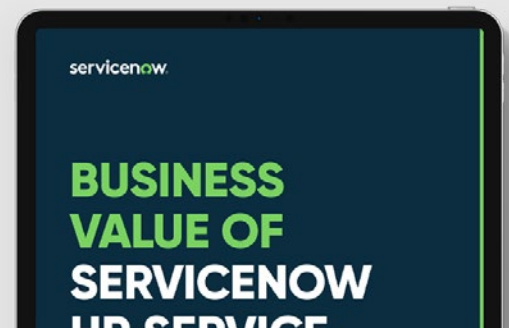
[Read Ebook](#)



Business value of intelligent automation and low-code

Low-code app development empowers your organization to optimize processes quickly. In this ebook, learn how to accelerate innovation, improve productivity, and cut costs with a low-code approach.

[Read Guide](#)



About ServiceNow

ServiceNow (NYSE: NOW) makes the world work better for everyone. Our cloud-based platform and solutions help digitize and unify organizations so that they can find smarter, faster, better ways to make work flow. So employees and customers can be more connected, more innovative, and more agile. And we can all create the future we imagine. The world works with ServiceNow™. For more information, visit www.servicenow.com.

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