

# Secrets to scaling an ROI-centric strategy with hyperautomation and low-code

Transform organizational silos into synergy and savings



# Building a unified future of organizational excellence and productivity

In today's tumultuous times and with the increased pressure to drive bottom-line benefits, organizations are eagerly looking to:

- Reduce friction to increase workforce efficiency and employee engagement
- Help employees spend less time on mundane tasks and more time on higher-level assignments
- Unlock cost savings and improve speed to delight customers

It's no surprise that 4 out of 5 U.S. companies are now using low-code platforms for app development. These tools empower citizen developers—business- and tech-savvy employees from across the enterprise without formal IT training—to build apps up to [90% faster](#) than the traditional software development lifecycle, according to a 2022 McKinsey study.

## It's time turbocharge your automation journey

Many companies are already in the process of automating to achieve their goals. The focus now is on maximizing ROI and long-term impact. In this guide, we will discuss how to take your automation strategy to the next level by covering topics such as:

- The top challenges of scaling and implementing hyperautomation and low-code (HALC)
- How using a single platform to streamline legacy systems can boost time and cost savings
- The keys to optimizing your team to scale and achieve companywide success using an innovative hyperautomation approach

65%

of organizations will introduce AI-like process mining, task mining, and intelligent document processing capabilities by 2024

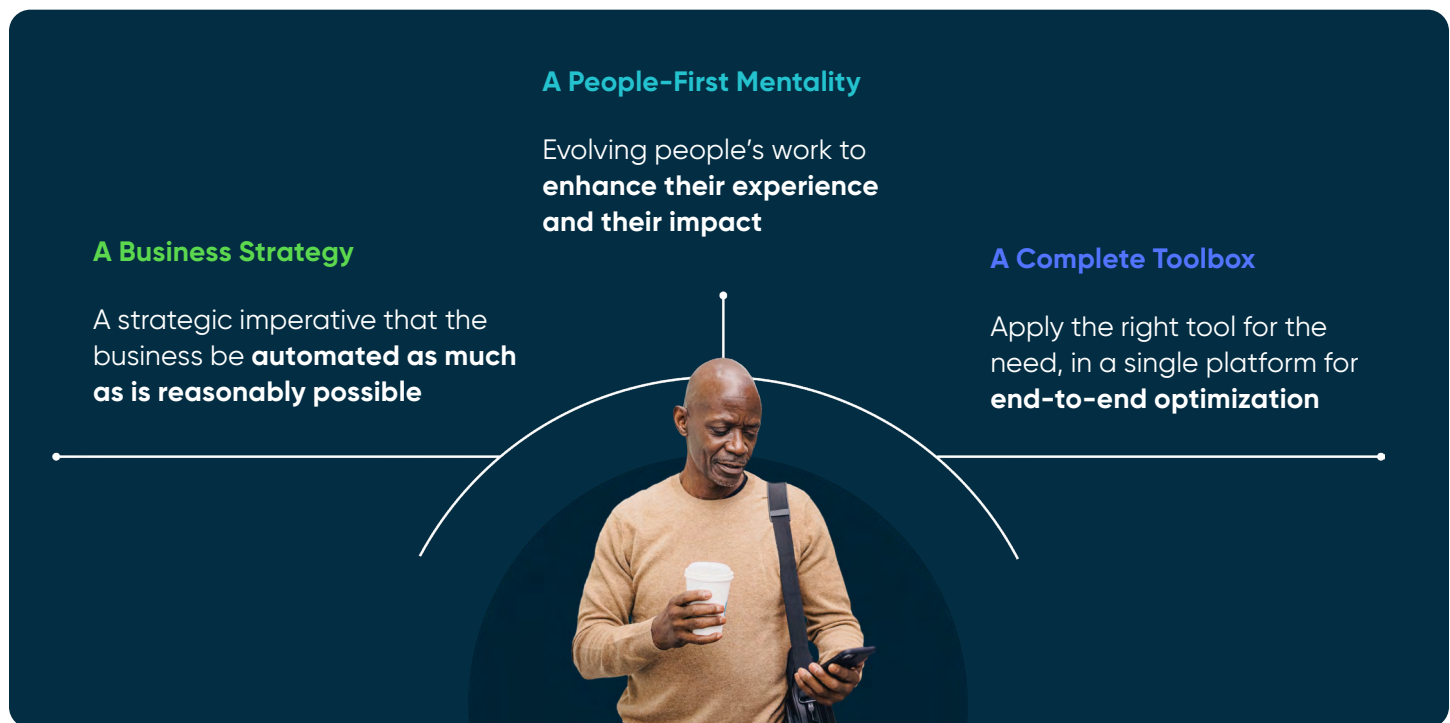
Source: Gartner

2-5x

Automation has become a way for enterprises to differentiate themselves from their competitors. A recent Bain & Co. study indicated that market leaders are automating 2x to 5x more than their counterparts.

Source: Bain & Co.

# Today's hyperautomation landscape



## How hyperautomation can help your organization:

The rise in hyperautomation is a direct response to critical issues plaguing businesses:

- 1 **Rising operating costs**  
The implementation of new policies and security measures following the pandemic has caused businesses' operating costs to skyrocket. Hyperautomation helps trim excess operational expenses so that organizations can continue to function within established budgets.
- 2 **Unrealized human potential**  
A large portion of employees' time is often spent performing mundane, repetitive, yet essential tasks. Hyperautomation removes these responsibilities and gives employees the freedom to focus on more challenging work and develop their skills within the company.
- 3 **Fragmented customer journeys**  
With so many touch points, the customer journey is becoming less linear and more fragmented. Hyperautomation gives businesses the power to follow their customers through all channels and guide them every step of the way.
- 4 **Lack of business agility**  
Recent history has proven that businesses must respond quickly to events in order to survive. Hyperautomation provides organizations with the capacity to quickly scale, allowing them to adapt to dynamic markets.

# Evolving beyond silos: The imperative for integrated hyperautomation

In the quest for greater efficiency, automation has long been a goal for enterprises. However, historical approaches to automation have often resulted in what can be described as “islands of automation.” Two core challenges have emerged from this fragmentation:

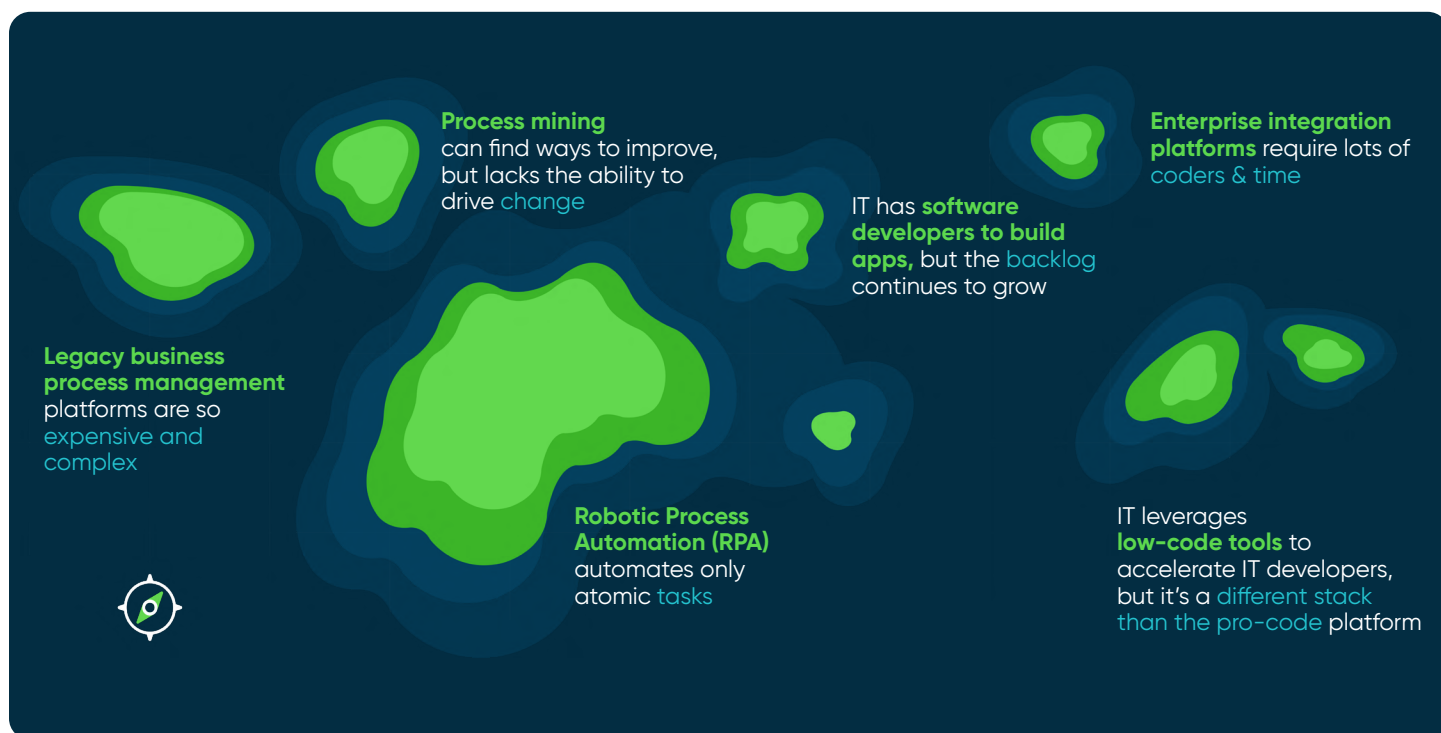
## 1. Hyperautomating a siloed company

Previous approaches to automation were tool-centric, creating islands of automation. Departments solved their automation needs with whatever technology or tools were available at the time. Organizations understand there are specific functions they need to operate and their departments need to work together.

## 2. Lack of cross-enterprise ROI optimization

Companies realize they need to centralize these tools into integration and automation Centers of Excellence (CoEs). The problem is, while they centralize tools like robotic process automation (RPA) across departments, they don't connect these tools at the governance and analytics levels to optimize ROI at the cross-enterprise level. So, islands of automation exist even with automation CoEs.

Businesses have come to the realization that departments must collaborate and synchronize automation efforts and processes.





# The pitfalls of fragmented automation

Departmental silos within an organization can significantly hinder its agility and efficiency. Here are three main problems for organizations that suffer from hyperautomation fragmentation:

## Vendor sprawl



Departmental objectives driving purchase decisions

Automation business impact and operational health is siloed within each platform

## Automations break



Whenever code, UIs, or authN changes, bots and integrations fail, and must be reconfigured and restarted

When automations break, workflows stop

## What's the value?



Inability to measure ROI, and thus, accelerate automation investment

Difficult to track the right KPIs and align them to the business goals

## The solution? Hyperautomation on a single platform

# Robust hyperautomation fully integrated on a single platform

Today, organizations are looking to merge and automate systems and processes across the enterprise while removing manual, repetitive work for employees. Your organization can unify these departments into a connected platform and consolidate automation silos into a high-performance hyperautomation engine to optimize ROI.

Bringing legacy systems into a single platform and sharing data across all your tools can provide:

- Optimal simplicity for automation by anyone
- Complete capabilities that also unify third-party tooling
- Unified database for end-to-end optimization by the CoE

If this is executed properly, you'll see a decrease in integration time and manual work, along with an increase in process efficiency across your organization.

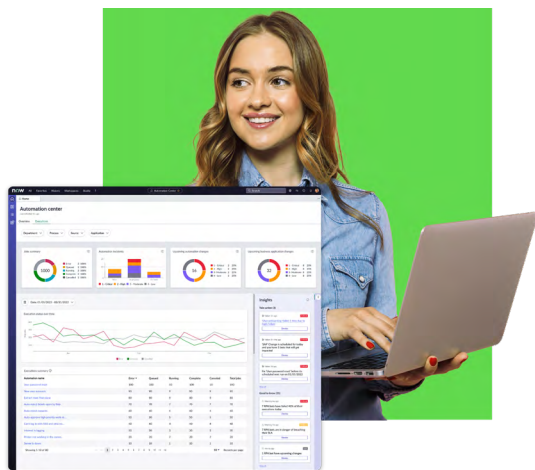


# Unify operations and boost productivity with hyperautomation

In a recent Forrester study, 66% of enterprises have identified a siloed view on the end-to-end (value stream) of company processes as a challenge to developing an automation strategy. Automation leaders are struggling with the vastness of automation requests and automation tools that have been deployed in silos across the business.

As a result, a new operating model must be put in place to drive the reuse of automation assets for accelerating automation velocity, unify multiple COEs with centralized operations, and support continual process optimization with goal and performance tracking. With hyperautomation, automation teams can accomplish all of this with the ability to prioritize automations, measure business value, and manage the operational health of the multi-vendor landscape.

With a unified platform, your team can gain:

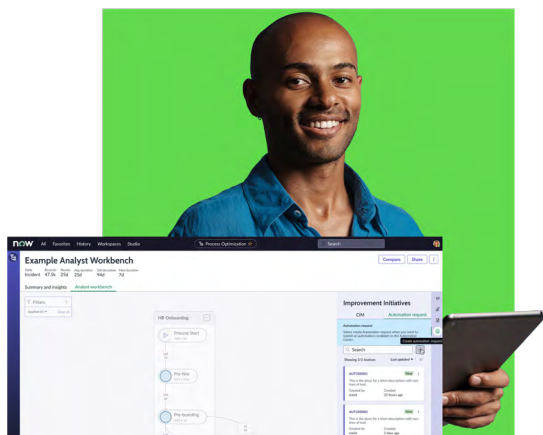


## Complete visibility of your hyperautomation landscape

**Real-time insights** into automation ROI and goal tracking

**Predict and prevent bot failures and downtime** via CMDB and dependency viewer

**Central, vendor agnostic hub** that subscribes to third-party RPA execution data for unified analytics



## Accelerated automation across the enterprise

**Oversee and manage** the end-to-end production lifecycle

**Intelligently discover** automation opportunities through process optimization

**Intake and prioritize** automation ideas from teams across the enterprise

# From silos to synergy: It's time to streamline your hyperautomation strategy

In the ever-evolving landscape of today's organizations, fragmented systems often address localized issues, leaving gaps that hinder cross-departmental integration. These islands of automation stifle agility and compromise the potential to create remarkable experiences for both customers and employees. However, the key to conquering these challenges lies in a unified solution.

Discover the power of a singular platform that not only harmonizes the hyperautomation landscape, but also propels your organization toward enhanced agility and cost efficiencies across the entire enterprise. Embrace a new era of operational excellence, and unite your systems to deliver seamless experiences that delight while cutting operational costs.

**Discover** how leading companies used ServiceNow to unlock new levels of efficiency and innovation:

USDA



**200K**

Hours saved annually for  
patient care  
HEALTHCARE PROVIDER

TD



edf

**\$1.5M**

Saved annually by  
automating manual  
processes with RPA  
SOFTWARE COMPANY

**Automation  
Engine**

Customers are seeing  
incredible business  
gains across every  
industry

**One unified  
experience**

To drive operational  
efficiency  
TECHNOLOGY COMPANY



nuix

orange™



HANCOCK  
WHITNEY

NOVANT  
HEALTH



**23,000**

Customer requests  
automated per year with  
Automation Engine  
FINANCIAL SERVICES  
COMPANY



MARKEN  
a UPS Company



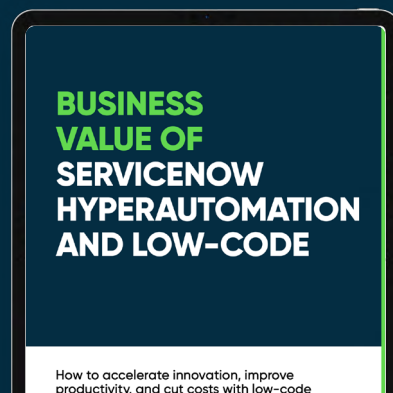


For a deeper exploration of ServiceNow solutions, **we recommend the following content:**

### Business value of hyperautomation 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.

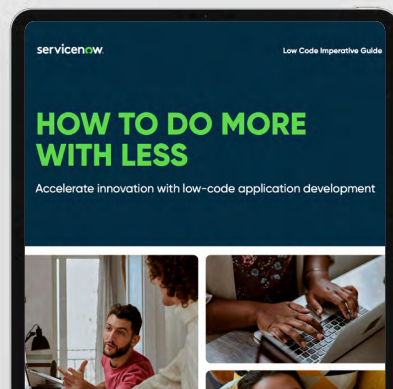
[Read Ebook](#)



### How to do more with less

The shortage of pro developers calls for more options to build software. This guide describes how using low-code tools enables developers of all levels to build apps fast while governing for scale.

[Read Guide](#)



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