NEWROCKET

Service Operations – ITSM powered by Now Assist & ITOM

Gen AI Solution: Modernize, Automate and Optimize your Technology Service Operations

Shift your Service Operations team from creating incidents to addressing actionable alerts.

Drive Technology Excellence with Service Operations

Service Operations Workspace brings together IT Operations and Service Management capabilities to provide a unified experience and reinvented core that enables modern best practices to automate and improve service reliability.

- ✓ Discovery, Service Graph, Incident, Change, Service Catalog, CMDB, Service Operations Workspace
- ✓ Time to value (18-22 weeks)
- ✓ Starter story packs and NewRocket accelerators for Quick Start
- ✓ Provide a unified visualization of ITSM and ITOM applications to improve agent productivity

Leverage a proven methodology

Established center of excellence with a team of highly qualified, experienced and certified ITSM + ITOM practitioners, ServiceNow platform experts and management consultants. NewRocket will be using our in-house developed Delivery Excellence methodology that is aligned with Now Create to get you started with best practices user stories and accelerators to speed up time to value.

- ✓ Establish solid set of foundational applications for Service Operations
- ✓ NewRocket Delivery Excellence methodology to create exceptional business outcomes and minimize project risks
- ✓ Single service dashboard for at-a-glance view of IT Health
- ✓ Overall reduction in manual steps to identify and remediate issues

Reimagine seamless, always on Technology services no matter what comes your way

Predict, prevent, and resolve incidents proactively from a single workspace. Get clear visibility into context and impact, before services impact users.

- ✓ Reduced MTTR
- ✓ Reduced number of P1/P2 incidents
- ✓ Reduced number of outages and SLA violations
- ✓ Higher service uptime to keep up with the business

Automate and optimize technology service operations to expand resilient, cost-effective services while delivering extraordinary employee experiences and productivity

Keep digital services running 24/7. Deliver the best employee and customer experience with AI by enabling self-service for employees and AI-assist for agents. Unlock the business value and enhance agent productivity using Now Assist for ITSM.

- ✓ Increased incident deflection rates
- ✓ Positive operator experience
- ✓ Decreased resolution wrap time
- ✓ AI Assisted knowledge creation