

Optimize IT Spend into IT Revenue

Transform IT Operations with ServiceNow ITSM Solutions



1. Why ServiceNow ITSM?

<p>Unified Platform One Platform Zero Blind Spots</p>	<p>Single Platform Replace 8+ fragmented tools</p>	<p>Integrated Workflows Unify ITSM Processes</p>	<p>AI Automation 65% Ticket Deflection</p>
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2. Why Executives Invest?

<p>85% Fortune 500 enterprises run ServiceNow</p>	<p>45% Faster MTR</p>	<p>99% SLA Compliance</p>	<p>60% Fewer Major Incidents</p>	<p><5 Months Average Payback</p>
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3. ITSM Processes We Transform

<p>Incident Management 45% Faster Resolution</p>	<p>Problem Management 60% Fewer Repeat incidents</p>	<p>Change Management 55% Fewer Failed Changes</p>	<p>Request Management 70% Self Service Adoption</p>	<p>Predictive Intelligence 3X Faster Ticket Routing</p>	<p>Knowledge & CMDB 3X Faster Root Cause Identification</p>
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4. Business Challenges We Solve

<p>Ticket Backlogs</p>	<p>Disconnected ITSM Processes</p>	<p>Low Self Service Adoption</p>	<p>Limited SLA Visibility</p>	<p>High Change Failure Rates</p>
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5. Enterprise Outcomes That Matter

<p>Operational Performance</p> <ul style="list-style-type: none"> 50-60% Faster Incident Resolution 25% Reduction in Critical Incidents <1 Minute Alert to Incident Creation 20% Improved IT Productivity 	<p>Cost Efficiency</p> <ul style="list-style-type: none"> 30-45% Lower IT Support Costs 35-50% Reduced IT Labor Hours \$17.3M+ 3-Year Business Value Benefits 195% ROI (Forrester) 	<p>Employee Experience</p> <ul style="list-style-type: none"> 25-40% Tickets Resolved via Self Service 97% Assets Under Management 400+ Audit Hours Saved Annually 24x7 AI Assisted Employee Support
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Why Partner with Veritis?

<p>200+ ITSM Implementations</p>	<p>98% Client Satisfaction</p>	<p>45% Average Resolution Time Reduction</p>	<p>40% Lower Operational Costs in Year One</p>
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