knowledge17

http://clabs.link/lab131967

WORK at LIGHTSPEED

IoT Intelligence and Automation with ServiceNow

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ServiceNow

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Tasker Generes
IoT Strategist – Office of the CSO
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Agenda

- ServiceNow's IoT Strategy Overview on the System of Action for IoT Services
- Lab Overview and Instructions
- Lab Exercise
- Wrap-up

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Speaker Introduction



Name: Mirko Kunz

Title: Senior Solution Consultant

Company: ServiceNow

Experience: Joined ServiceNow mid-2016, 7 years in HPE Pre-Sales

Expertise: Platform, ITOM, ITSM, DC Infrastructure

Current Projects: Customer engagements in Germany

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Speaker Introduction



Name: Jan Hejmann

Title: Advisory Solution Consultant

Company: ServiceNow

Experience: 1.5 years with ServiceNow, 8.5 years Senior Manager with Deloitte Consulting

Expertise: Platform, ITBM, IT Strategy, ITSM

Current Projects: Customer engagements in Germany

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Speaker Introduction



Name: Tasker Generes

Title: IoT Strategist – Office of the CSO

Function: Strategy

Company: ServiceNow

Experience: CTO of Amtrak, President of a Strategic Consulting Firm, and Chief Technologist WW Service Mgmt Solutions IBM

Expertise: Strategy, IoT, Service Management, Business Intelligence, Vendor Mgmt.

Achievements: Patented System of Action for IoT Services

Current Projects: Driving the implementation of ServiceNow's IoT Strategy with our customers

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Objectives and What You Will Learn

Objectives

- Create a System of Action focused on ServiceNow's Resilience phase of the IoT Strategy

What you will learn

- Understand the environment and challenges facing IoT
- Learn about ServiceNow's Strategy for IoT
- Lab Exercise on IoT Services
- How Resilience is helping our customers do more than just keeping the lights on!

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INTERNET OF THINGS

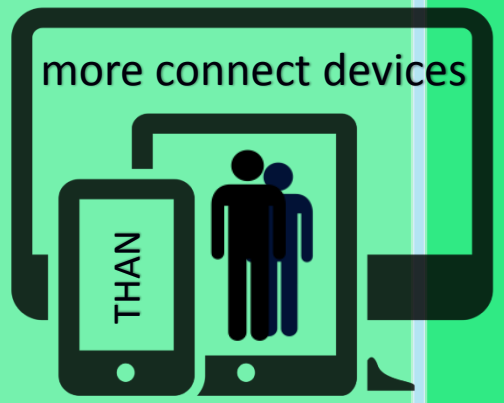
INTRODUCTION

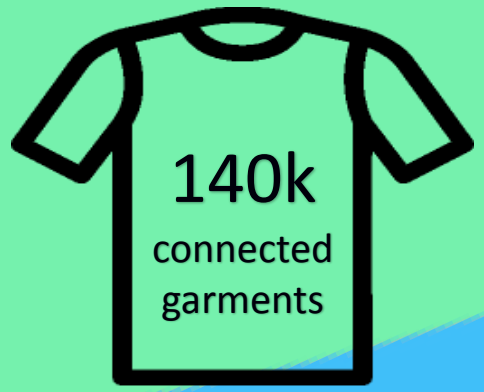
"Think of the tremendous potential and limitless opportunities IoT brings for business and society."

Tasker Generes
ServiceNow
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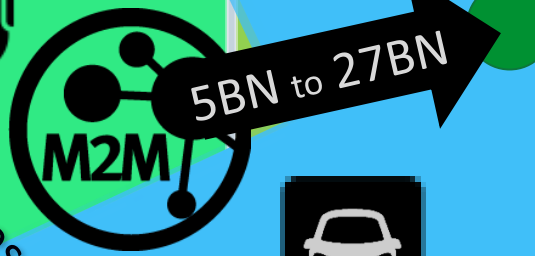
first connected devices





























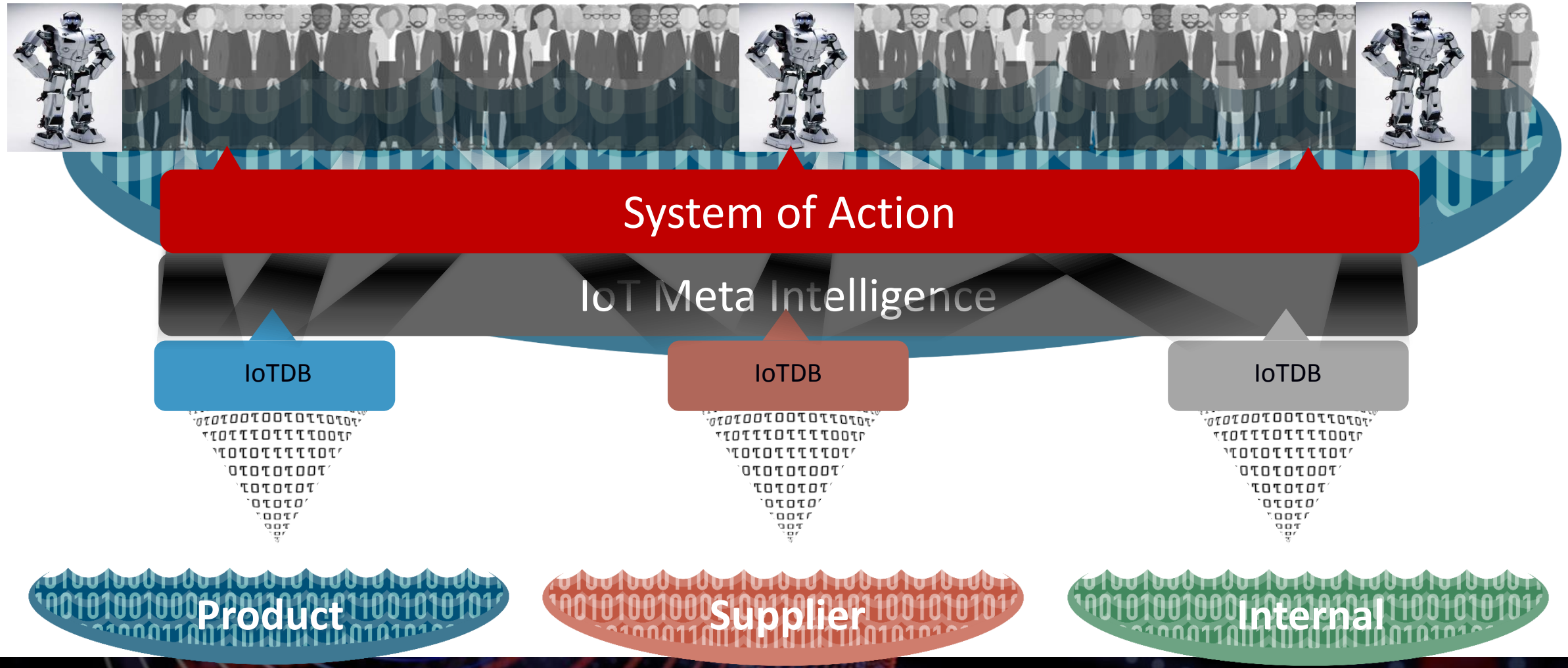
1978 2008 2015 2020 2024...

The Brave New World of Data Challenges



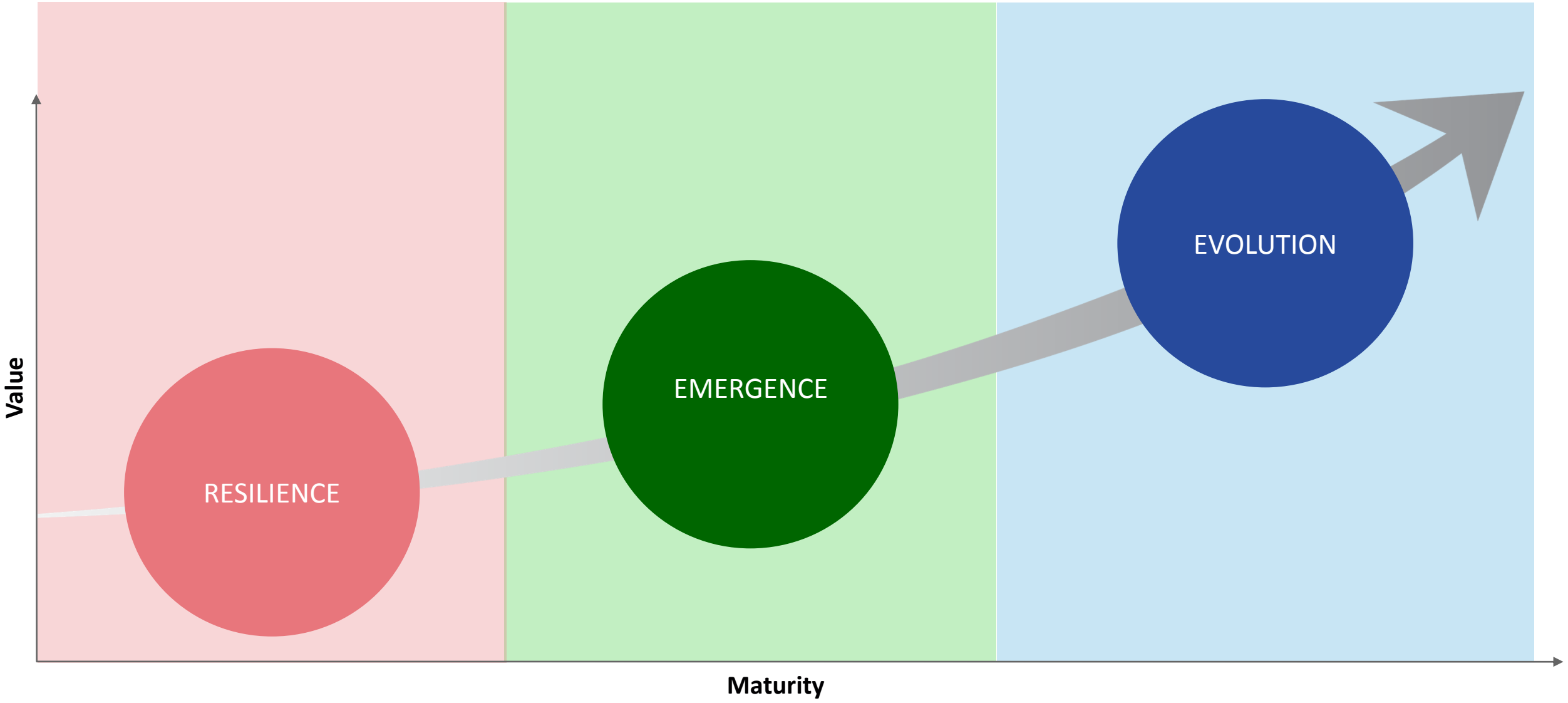
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Real Time Analytics Data Lakes Data Warehouse Big Data Information & What to do!
Focus on what matters



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IoT Strategy GTM

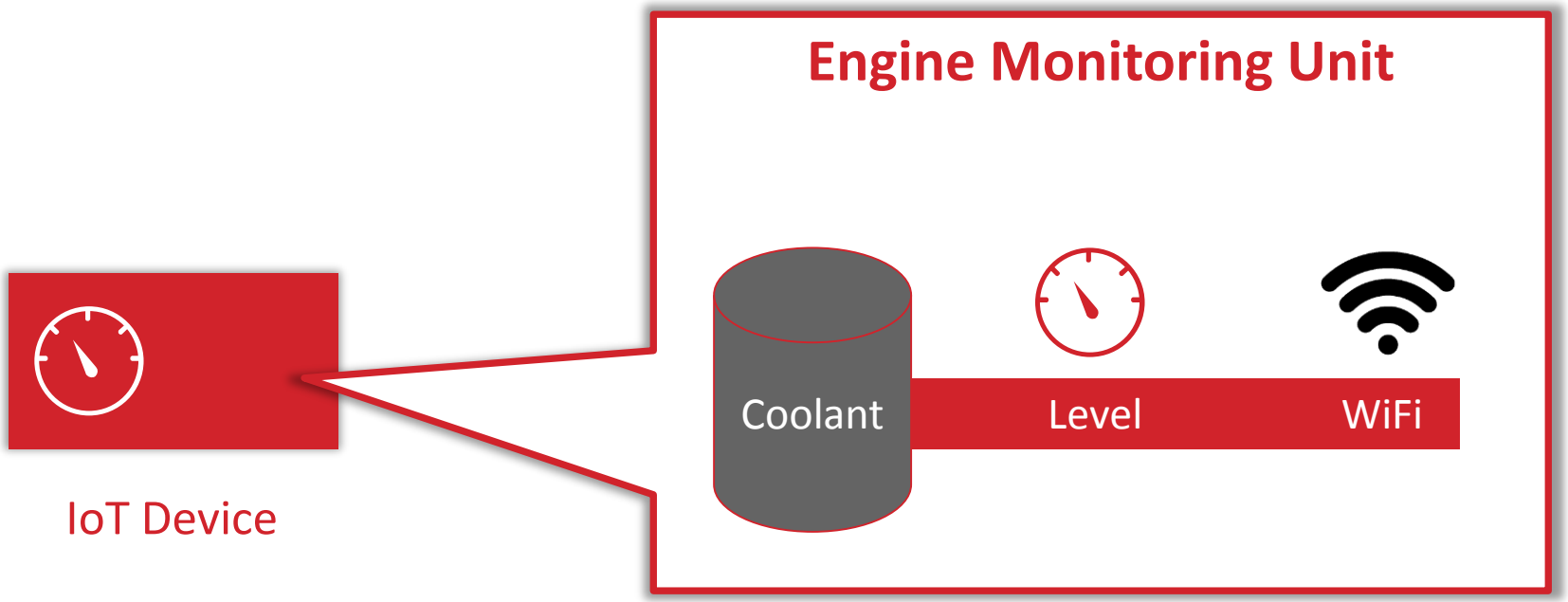


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Lab Details

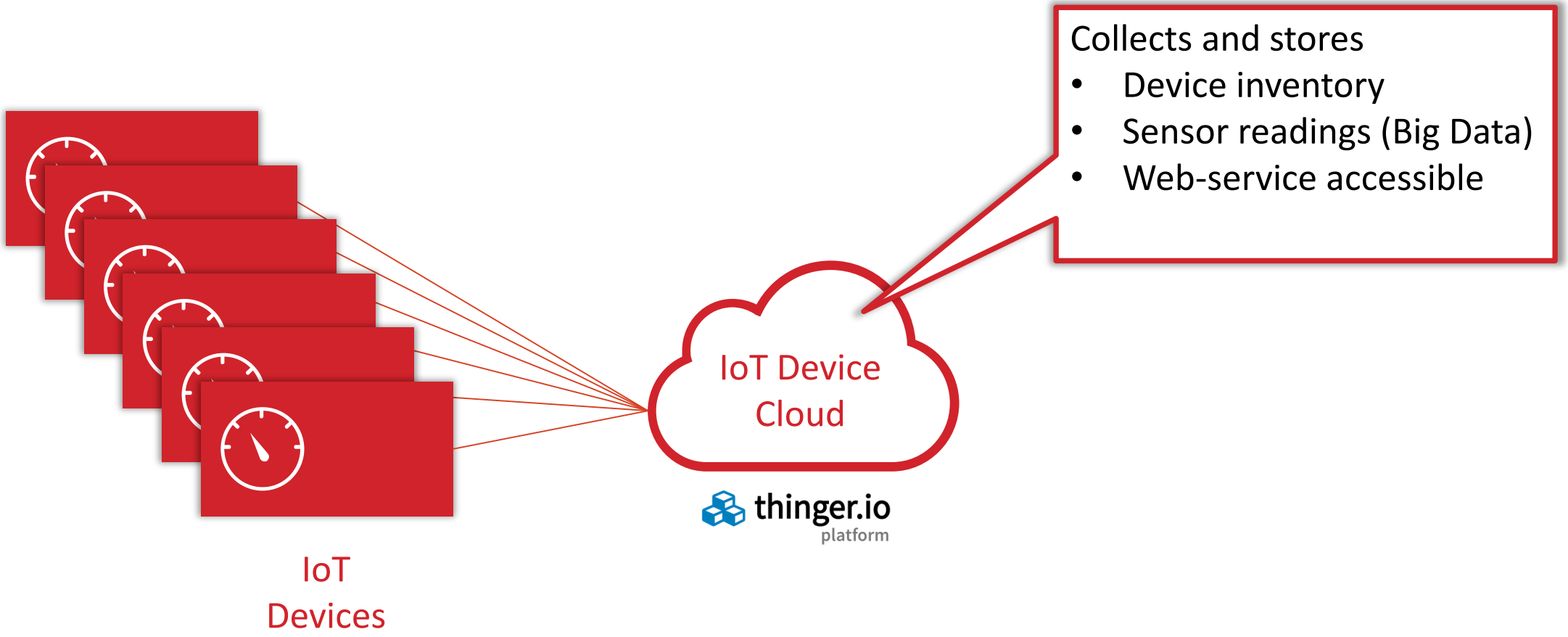
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Lab IoT Environment



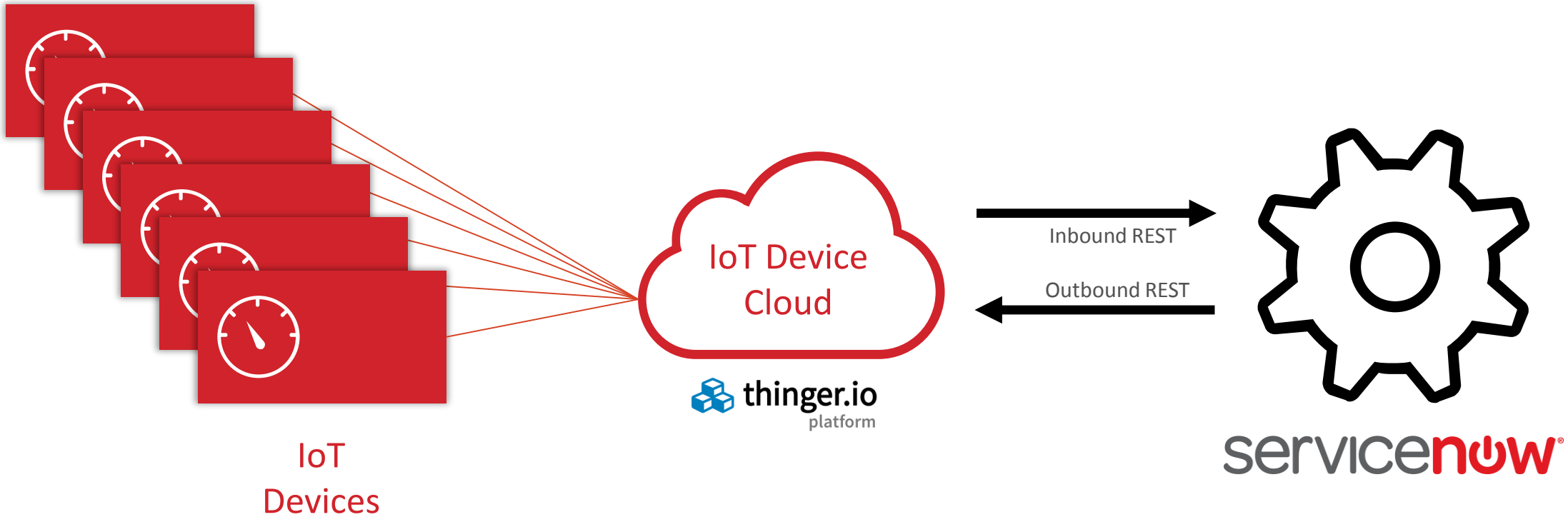
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Lab IoT Environment



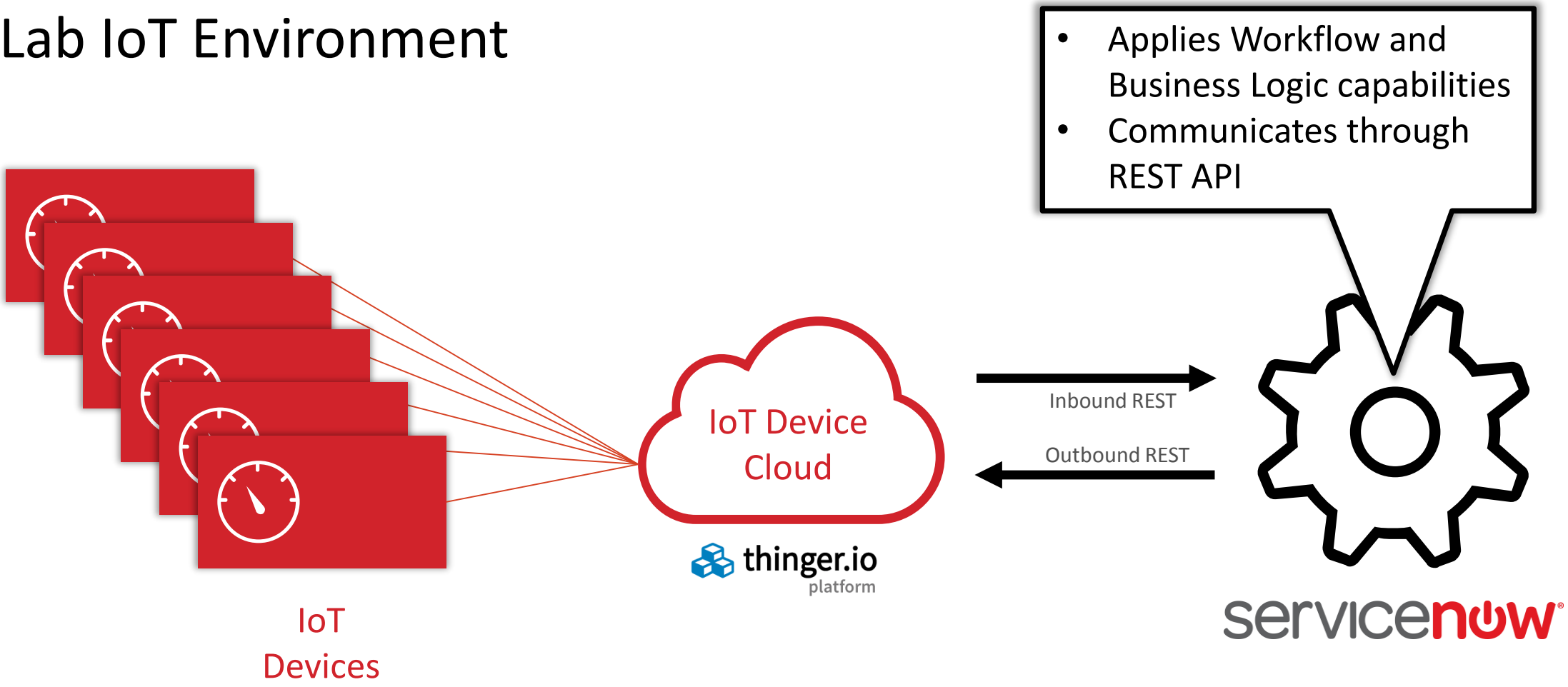
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Lab IoT Environment



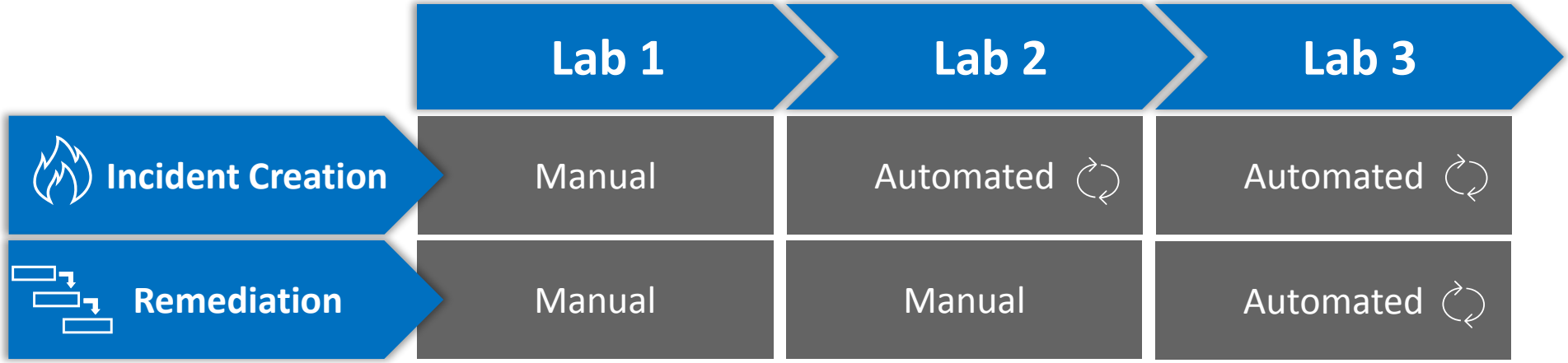
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Lab IoT Environment



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Lab Outline



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Lab URLs

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Wrap-up

Average Downtime

1

Month a Year

Maintenance Windows, Outages, Security Threats



$100,000 lost on average per outage

21%

Average Loss

Customer Retention

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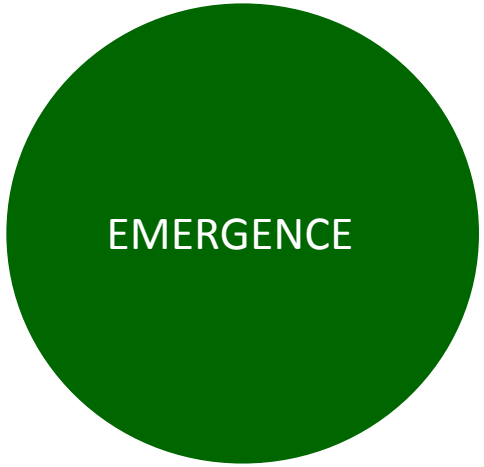
Wrap-up



Better predictability and response

Improve operations

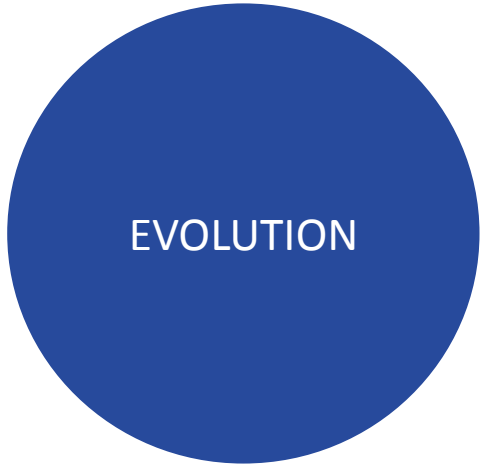
Restore service faster



Determine usage

Reduce costs optimize efficiencies

Increase engagement experience



Understand Demand

Align Services

Build New Business

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Thank You

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Q & A

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