knowledge17

WORK at LIGHTSPEED

Platform Economics For Digital Transformation

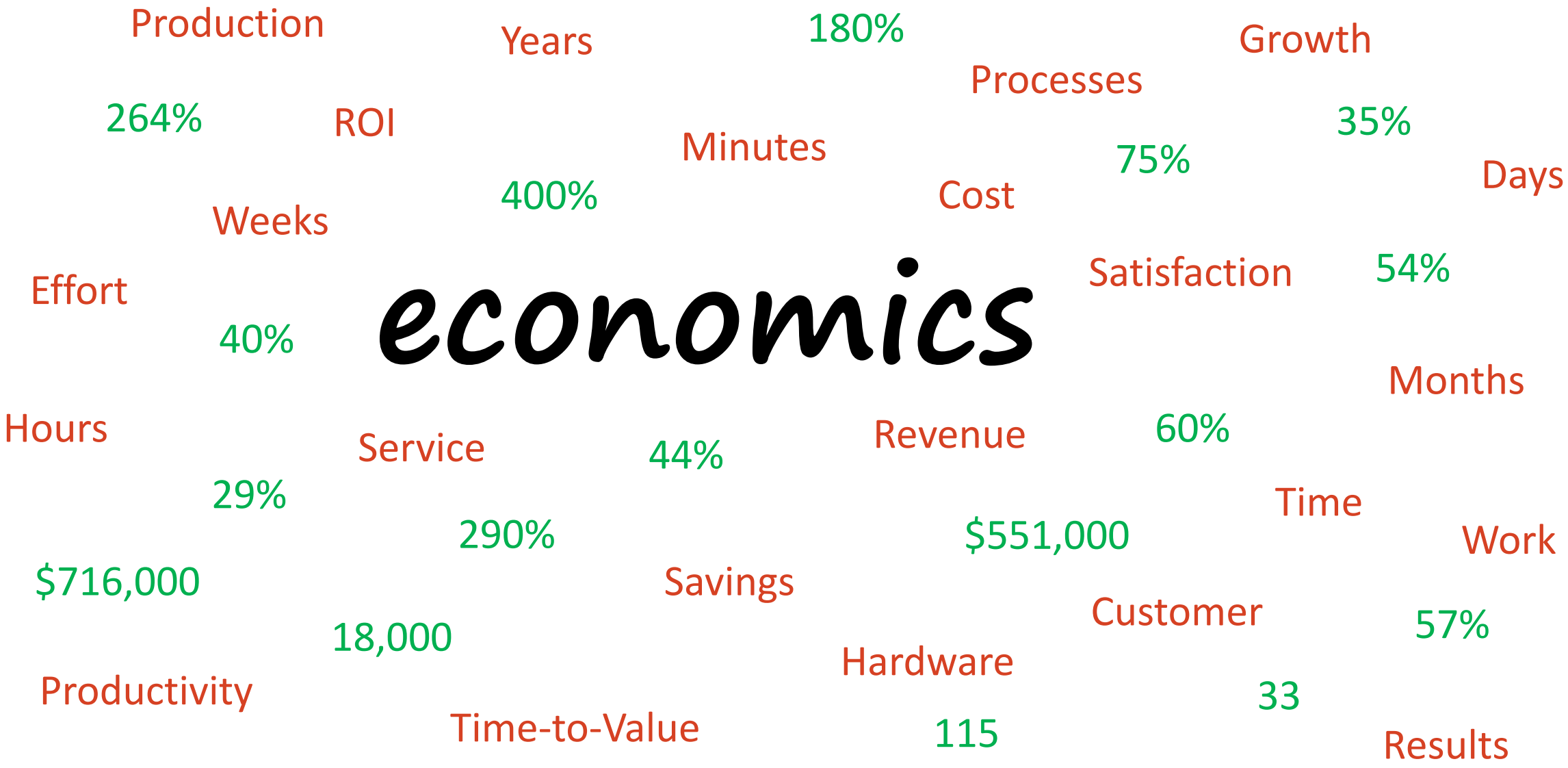
Todd Zambrovitz

Director, Product Marketing

Now Platform

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servicenow



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A connected digital enterprise transforms…



productivity



processes



satisfaction



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productivity



57%

of customers say they increased employee productivity as a result of new apps and/or business processes

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March 2017

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Introduction of the apps and/or processes built on the Now Platform saves

33

minutes per day

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40%

quicker time-to-value realization in bringing apps or business processes to production

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35%

less effort by IT/Developers

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Savings realized over three years with low-code development enabled

$716K

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satisfaction



54%

of customers say they increased customer satisfaction as a result of new apps and/or business processes

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29%

average increase in Net Promoter Score (NPS) due to new apps and/or business processes on the Now Platform

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processes



39%

less time on maintaining and provisioning of infrastructure and the associated dev frameworks with Now Platform

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44%

Saved on the Now Platform in testing and debugging time

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$551K

in legacy hardware/software cost avoidance by moving to the Now Platform

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"The delivery of our applications has been accelerated by as 6x-10x compared to our traditional format of developing in Java and .NET."

– Development manager, financial services org

"Where GMs came to us in the past saying that they had no time to do more, we are hearing the same managers tell us now that our new apps have empowered them to gain better visibility and optimize group workflows as a result."

– Director of safety, automotive services org

"Our growth led to a need in new systems of engagement for team members to work effectively. But how were we do this with an already stretched-thin IT group? That's when we introduced the Now Platform and we're now better equipped to respond to and address business needs as a result."

– Director, automotive services org

264%

3 year risk-adjusted ROI

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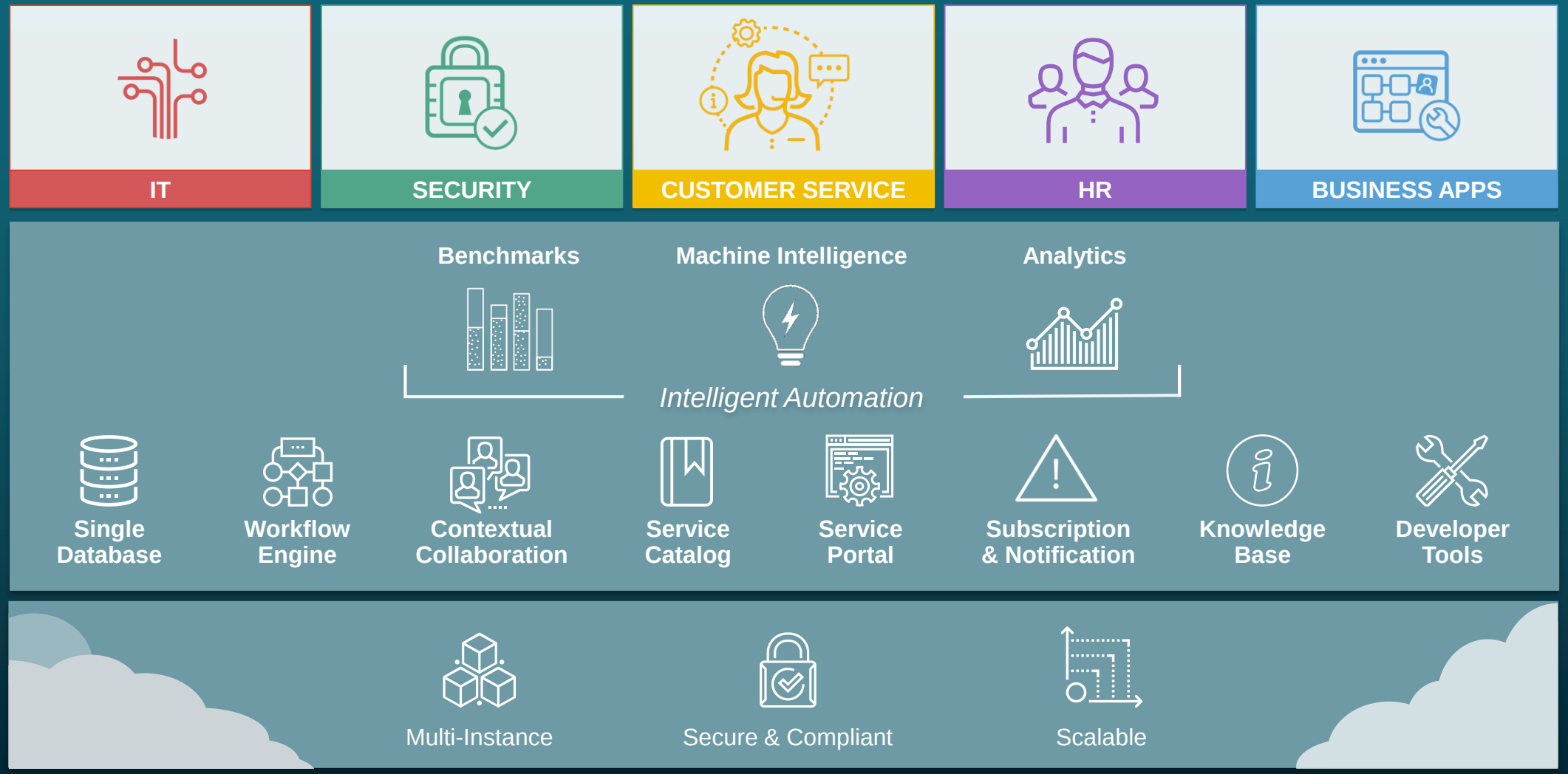
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https://www.servicenow.com/lpebk/building-business-apps-at-lightspeed.html

https://www.servicenow.com/lpayr/now-platform-total-economic-impact.html



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Q & A

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Director Product Marketing

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