

ServiceNow Mobile Apps

The productivity challenge

Your employees rely on consumer apps that enable them to use a few taps and swipes to connect with friends, hail a ride, and deliver groceries to their doorstep, but getting actual work done from a mobile device has never been as easy. Enterprise apps and sites either don't work at all or are only redesigned for mobile use as an afterthought. And they certainly don't take advantage of the powerful camera and location services available from mobile device hardware.

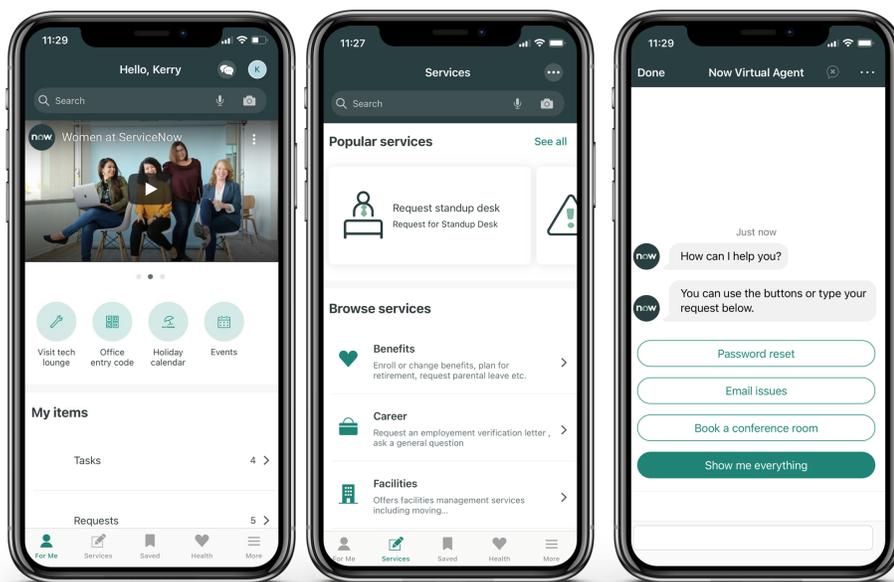
But employee expectations are changing. In these times where your ability to respond quickly is increasingly critical to success, your workforce is looking for ways to be productive from anywhere. They want their work lives to have the same simplicity they get from their consumer lives. As a business, you need to be able to deliver on these expectations, and you must be able to do it quickly.

Organizations cannot afford to spend months or years planning, building, and testing mobile apps that require extensive custom development.

The ServiceNow solution

The Now Platform® delivers a suite of mobile apps and development tools that enable organizations to rapidly build and deploy the mobile-first experiences their teams are demanding. Each app is purpose-built for the workflows and actions taken by a specific persona, so everyone can get work done from anywhere. Mobile Studio delivers a powerful set of packaged design elements and layout templates that enable anyone to rapidly create native, engaging experiences for iOS and Android without writing a single line of code.

The Now Mobile and Mobile Agent apps are all available as free downloads from the iOS App Store and Google Play Store. Administrators can also automatically distribute the apps through mobile device management (MDM) solutions.



Now Mobile enables everyone in your organization to be productive from anywhere. Get help with new requests, work with to-dos and approvals, and find the right people and information.

Benefits

Increase employee productivity

Empower everyone to find the information they need and get work done from anywhere.

Maximize agent efficiency

Optimize experiences for fulfillers with barcode scanning, signature collection, and offline access to cases.

Accelerate development

Leverage out-of-the-box templates for layouts, forms, and buttons that seamlessly connect to your data.

Reduce costs

Create elegant, native applications for iOS and Android without writing a single line of code or hiring a team of developers.

Immediate impact

Take advantage of out-of-the-box applets and workflows already tuned for ServiceNow use cases, or quickly modify build content for your own workflows.

Personalized experiences

Completely brand or white label each application by applying your own logo, color theme, and splash screen.

Now Mobile

Put requests, approvals, and a global search — covering people, knowledge articles, and catalog items — at your employees' fingertips. The Now Mobile app is designed to help all the requesters in your organization be productive from anywhere by providing access to the information and workflows they use every day. Employees can get started with dozens of out-of-the-box workflows, with additional mobile apps being released with every release.

Virtual Agent is natively available in the app to help solve requests through self-service and users can create voice-activated Siri Shortcuts to quickly view their to-do tasks.

Mobile Agent

Make it easy for your agents to triage, act, and resolve requests while on the go. Mobile Agent provides an intuitive interface for fulfillers to accept and update work, with or without Internet connectivity. It also takes advantage of native device capabilities for tasks like barcode scanning, navigating to job sites, or collecting a signature.

Get your agents to the next level of productivity with mobile workflows and screens that are optimized for handling their everyday micro-moments.

Mobile App Builder

Build your own native mobile apps for iOS and Android, or extend out-of-the-box workflows with Mobile App Builder, a brand new, all-in-one builder for everything mobile.

Built on the Now Design System, Mobile App Builder brings a simplified

interface, immersive previews, and powerful controls for your mobile workflows. Developers of all skill levels can easily configure and build ServiceNow mobile apps in a familiar, intuitive environment. Available in the ServiceNow Store, Mobile App Builder will receive frequent updates and additions to its component library and functionality.

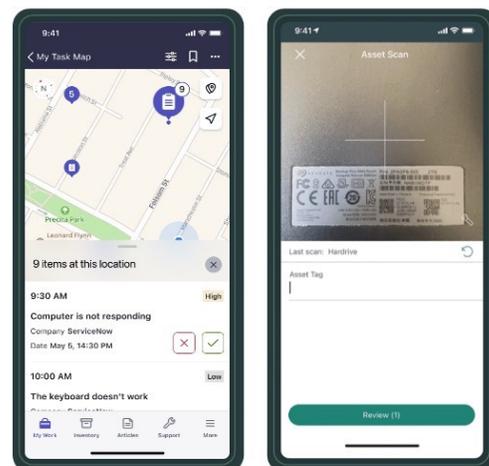
Built for the mobile enterprise

All of the ServiceNow mobile apps have the controls and flexibility to meet the unique needs of each organization:

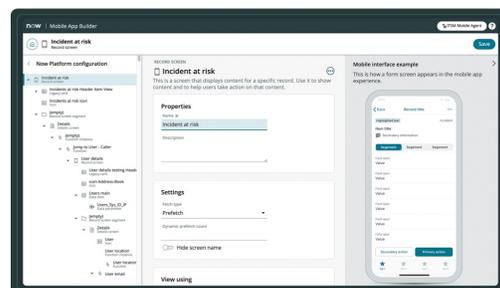
- Mobile Publishing so you can bring your own visual identity to the apps by customizing the icon, splash screen, and color theme.
- User Experience Analytics delivers insight into how the apps are being used, so you can drive adoption and maximize productivity.
- Enterprise grade security deployable in any environment including MAM policies, common MDM configurations, Edge Encryption, FedRAMP compliance, and support for Domain Separation.
- 35+ out-of-the box workflows for ServiceNow apps like ITSM, CSM, FSM, and HRSD deployable with a simple plugin.
- Support for the Safe Workplace Suite to manage essential needs and services for reopening.

Learn more

servicenow.com/products/mobile.html



Mobile Agent makes it easy for agents to triage, address, and resolve requests on the go.



Mobile App Builder lets all developers rapidly build and configure engaging mobile apps with a single intuitive interface.

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