Maximize uptime and streamline maintenance with ServiceNow

The challenge

With technological advances revolutionizing old ways of doing business, companies need to adapt and innovate in order to stay competitive. The Internet of Things (IoT) has opened new possibilities for organizations to remotely track the performance of their critical infrastructure. However, those IoT systems are often completely disconnected from the rest of the business, making it difficult or impossible to effectively utilize the IoT data they are collecting.

For businesses that need to service and maintain their physical assets, IoT presents a huge opportunity for just-in-time maintenance strategies and increased efficiency for field service technicians. With IoT-connected devices, your organization can funnel device data into one central location where you can monitor the health and performance of infrastructure from a desk, rather than sending technicians out to gather data from the field. However, with IoT data stuck in a silo separate from field service, companies are leaving possible insights and efficiencies on the table, getting only a fraction of the potential value from IoT investments.

Streamlining maintenance with ServiceNow

ServiceNow® Connected Operations helps you bring your operations into the 21st century by connecting your IoT data to the rest of your operations and services with digital workflows. With IoT data connected with ServiceNow® Field Service Management in the Now Platform®, you can use field resources more effectively and get more output from critical infrastructure.

Easily onboard all of your IoT devices onto the Now Platform, allowing you to view the health and performance of critical infrastructure in near real time. When an issue requiring field service arises, Connected Operations works directly with Field Service Management in one intuitive workspace. From the Connected Operations Workspace, you can easily create work orders for your field technicians. Newly created work orders can be dispatched automatically by Field Service Management using Dynamic Scheduling to ensure the right technicians are assigned with the right equipment at the right time. Once a technician is dispatched, he can use the intuitive, native mobile interface to provide updates on his work progress. These updates are visible not just to the field service dispatcher but to the operations agent using the Connected Operations Workspace.

IoT Devices   **Connected Operations**   **Field Service Management**
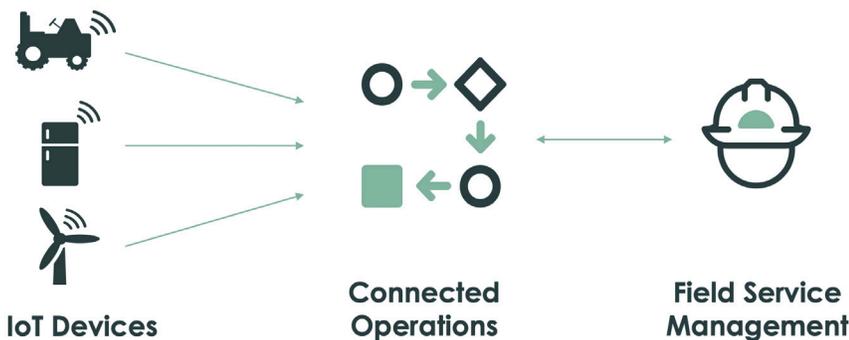
Easily monitor your IoT-connected critical infrastructure in the Now Platform

Get near real-time updates on the health and performance of your critical infrastructure in the Connected Operations Workspace.

Create rules that alert you when incidents occur

Develop no-code rules that include business context to identify issues earlier.

Initiate field service from a single operations workspace

Quickly generate work orders for your field technicians with relevant incident details.

Streamline field service with automated scheduling and mobile tools

Allow dispatch to assign tasks to the right technician with the right equipment at the right time using the robust functionality built into Field Service Management.

Learn about issues with critical infrastructure as soon as they arise

Connected Operations allows you to create rules via the IoT Rule Builder, connected directly to the rich business context from the ServiceNow® Configuration Management Database (CMDB). You could create a rule that states whenever a given device is operating below a certain level of output, an Operations Incident is automatically created and visible in the Connected Operations Workspace. With all necessary context about that device and the nature of the incident available in one place, you can review and assess what kind of maintenance is needed, and whether the issue requires immediate service or can wait until a technician is in the area.

Increase service efficiency and safety with Field Service Management

Field service dispatchers can use the contextual information provided in the work order generated from Connected Operations to prioritize and schedule field service tasks or assign work automatically with Dynamic Scheduling. While some incidents are urgent and require immediate service, others can be deferred to align with upcoming maintenance. Field Service Management makes it easy to prioritize and schedule both preventive and reactive service visits, reducing costs and increasing customer satisfaction.

Field service technicians can quickly access all the information they need from the ServiceNow® Agent mobile app. From their supported smartphones and tablets, field technicians can get directions to their assigned tasks, access background information and IoT data on the asset, and view related knowledge articles. They can also follow pre- and post-work checklists to ensure safety. Information is even available when offline in remote locations.

Keep your whole team up to date and on the same page

Just like you can create work orders directly from an Operations Incident, the updates made by technicians in the field flow back into the Connected Operations Workspace. When field service technicians update a work order, users in the Connected Operations Workspace can see that update and monitor the issue as the field technician works to resolve it. With all your teams able to easily provide real-time updates, it is easy to keep everyone on the same page. The end result is greater asset uptime for your business and customers.
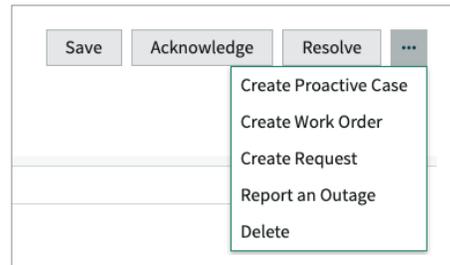
Create a work order directly from the Operations Incident.
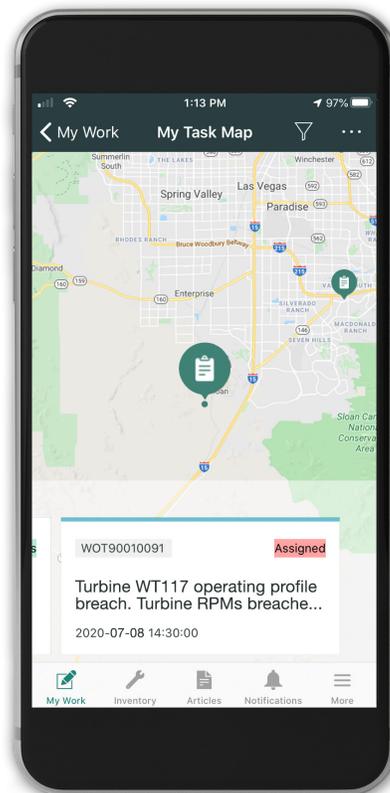
Perform and record work tasks in the field with the ServiceNow Agent mobile app.