



Energy and Utilities

In the face of new competitors and stricter regulatory standards, it's more important than ever to deliver reliable service, with consistency and transparency. But siloed data and processes make it nearly impossible to develop a complete view of the customer experience and understand its most important drivers. What you need are ways to help both new and experienced employees work efficiently while sharing knowledge. Tools that can deliver timely, accurate information to your field services staff. Controls that you can integrate into your operations to increase efficiency and improve regulatory performance. And operational technology that's flexible enough to change with your business.

Enter ServiceNow - The Platform of Platforms

Operational Excellence

Prepare your technicians to provide the fastest, most accurate service. When your customers or internal team members report problems in your infrastructure, ServiceNow helps you track these issues through resolution and deploy your people efficiently. With ServiceNow, you can integrate your customer service, helpdesk, and field service functions—and even coordinate responses from your third-party equipment servicers. Your technicians show up to each job with complete insight into the operations of each piece of equipment, and the correct parts and tools to resolve the issue. The system also makes it easy for your team to prioritize tasks based on service level agreements increasing the speed to resolution with fewer truck rolls.

Customer Service Excellence in Utilities

Handle routine customer service requests quickly and at a lower cost. Make ServiceNow your command center for building a holistic view of each customer and managing the workflows involved in servicing their accounts. You can proactively detect issues and send alerts to customers—or fix the problems before customers even notice them. Simplify the customer experience with self-service tools, and boost agent

efficiency by deploying knowledge bases and chat-bots. Let customer service assign issues directly to the right department and track the issues to resolution. Use built-in analytics to identify areas for improvement and optimize staffing levels. Successfully resolving issues is the quickest and most effective way to keep customers happy.

Connected Operations

Improve the value of your SmartGrid technology by gathering data that enables you to proactively manage and address operational issues. ServiceNow helps you eliminate custom integrations and manual processes by serving as your data hub for the Internet of Things (IoT) devices that monitor your operations. You can easily integrate data from multiple external sources, correlate data points, and prioritize events. Artificial intelligence and machine learning help you identify and automate actions based on past results. ServiceNow also makes it easier to build and maintain accurate service maps from generation through delivery.

[Learn More](#)