



## Manufacturing

Deadlines won't wait when equipment breaks down or service requests go unseen because of isolated databases. Your customers expect speedy case resolution and a seamless customer experience that delivers on-time. Siloed departments and disconnected point solutions make it nearly impossible to build enterprise-level processes that lead to first-call resolution of customer or plant issues. Meanwhile, people-intensive processes drive internal operating costs higher. You need end-to-end business workflows that deliver growth with a reliable, resilient innovation machine. Allowing you to improve productivity, mitigate risks, and proactively monitor and address cases that pose a risk of customer abrasion. One that includes self-service tools that let customers see real-time status updates without having to call—while empowering them to take a more active role in their customer journey.

### Enter ServiceNow - The Platform of Platforms

#### Plant and Equipment Maintenance

Connect IT and operations to give all stakeholders the information they need for factory equipment support. With ServiceNow, when potential issues are identified, suppliers and vendors will know in real-time so they can mitigate unplanned downtime.

#### Maintenance Repair and Operations (MRO)

Minimize repetitive tasks by automating equipment lifecycle management and repairs in the field, including for smart devices. ServiceNow creates an efficient, intelligent approach to preventative plant maintenance that enhances productivity and enables a proactive, automated approach to detect issues so they can be resolved before they cause downtime.

#### Dealer and Distributor Support

A comprehensive view of your supply chain enables you to find and solve problems before they happen. ServiceNow automates common activities to increase internal productivity for inventory management and on-time delivery.

#### Vendor Management

Coordinating requests and issues between vendors and across your organization can be difficult. With ServiceNow, you can create a central portal for vendors to submit issues, information, and questions, and deploy a single system for tracking and resolving those vendor queries.

#### Customer Support Excellence

With IoT and servitization trends, customer service is more important than ever. ServiceNow allows you to streamline and automate warranty/product support for customers, including recall management, and quickly respond to environmental and other safety-related concerns from the government or the general public.

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