

# UNVEILING YOUR PLATFORM'S POTENTIAL FROM STRENGTH TO STRATEGY | A SNAPSHOT

The snapshot view of the ServiceNow platform offers a quick and comprehensive overview of the system's current state, enabling users to identify potential issues, assess performance, and make informed decisions for optimising and enhancing workflow efficiency.

The snapshot health scan covers the following key areas:

## GENERAL OVERVIEW

Thorough understanding of the current digital infrastructure to pinpoint strengths and areas for improvement

## PLATFORM SECURITY

Measuring the ServiceNow compliance score to assess the platform's alignment with essential benchmarks

## CAPABILITY MAP

Overview of the platform's functionalities and capabilities for strategic decision making

## APPLICATION HEALTH

A proactive health monitoring assessment to ensure peak performance, user satisfaction, and security

## CORE DATA HEALTH

Evaluating core data health to identify potential issues within the fundamental data infrastructure

## WHAT'S NEXT?

Strategic insights and recommendations to provide a roadmap for enhanced efficiency and innovation

## The Importance of Monitoring Application Health

- How healthy is the application data?**  
Ensuring application data's health is crucial for safeguarding digital assets against errors, corruption, and security threats, maintaining a robust foundation for business operations.
- Is it heavily customised?**  
Extensive application data customisation risks instability, errors, and security compromises. Heavy customisations also complicate upgrades, increasing adaptation costs to new versions.
- Leveraging the OOTB capabilities?**  
The functions you aim to create may already exist as out-of-the-box (OOTB) solutions, keeping you privy to any additional new features, and saving time and resources, ensuring efficiency, and avoiding duplicating functionalities.
- How good (or bad) is your data quality?**  
High-quality data is the bedrock of application health and extremely critical for future data-driven decisions. It must be accurate and rock-solid to prevent errors, ensuring optimal functionality and performance. Regular assessments are essential for a reliable digital infrastructure.



**Take advantage and book your complimentary assessment today!**

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## What's included

- Version Overview**  
Gain insights into the core version that underpins the platform's capabilities
- MID Servers**  
Identify number of MID Servers in the current version and its purpose
- APP Portfolio**  
Understand the array of apps, both standard & custom, shaping the platform's functionality
- Plugins Insights**  
Know current number of installed plugins and identify those requiring updates
- Single Sign-On:**  
Ensure a secure and efficient user experience with in-depth analysis of Single Sign-On functionality
- Licensing Optimisation**  
Identify opportunities to fine-tune licensing strategy, mitigating instances of overuse or underutilisation



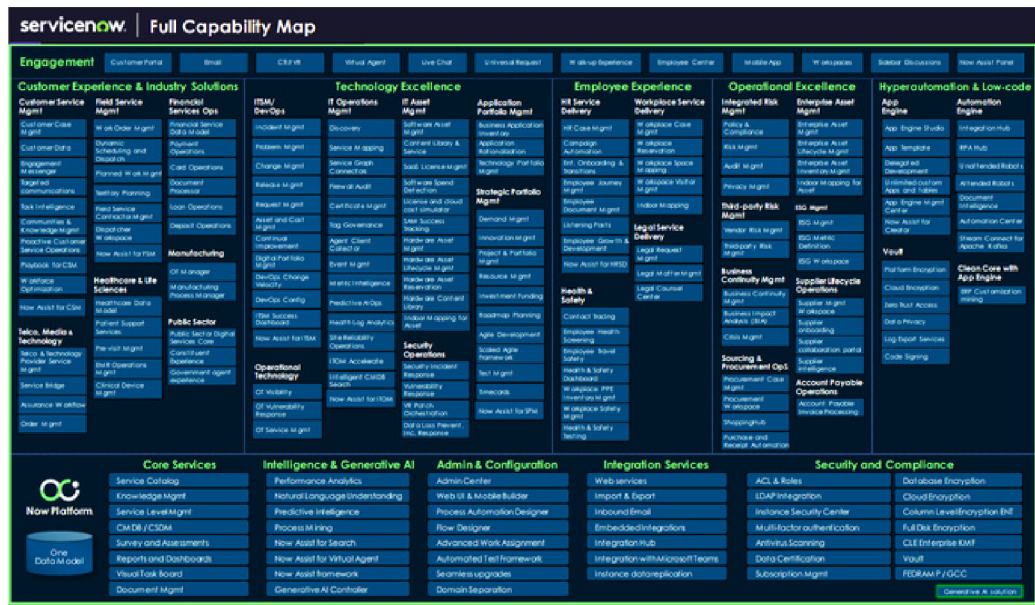
**To assess platform security, a compliance score of 80% or higher is preferred.**

# Know Your Platform's Capabilities

ServiceNow mapping aligns platform capabilities with business goals, aiding strategic decisions.

Efficient resource allocation is facilitated by pinpointing strengths and gaps in functionality, ensuring maximum value.

The map guides in leveraging ServiceNow's potential, empowering seamless alignment with priorities for enhanced efficiency.



A sample bird's eye view of a platform's capabilities

## Reasons to Maintain Your System's Core Data Health

Operational integrity is the foundation of ServiceNow, impacting users, companies, departments, and locations, making its health vital for overall system integrity. Core data is crucial for ServiceNow functionality, ensuring smooth operations and optimal performance.

Informed decision-making relies on accurate and reliable core data, sourced from the sacrosanct "source of truth." This foundational data is paramount for strategic planning, and any issues with it can result in system-wide repercussions. Regular monitoring and maintenance are imperative to uphold overall stability and data accuracy.



## What's Next?

Get strategic insights and recommendations and unlock the full potential of your ServiceNow platform to -

- Discover a **tailored plan** to address identified areas for improvement.
- **Navigate the future** with confidence with a snapshot analysis.
- **Gain insights** into additional features, advanced configurations, and underutilised functionalities and get more value.
- **Identify and integrate complementary ServiceNow products** or modules that align seamlessly with your growing business needs.

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