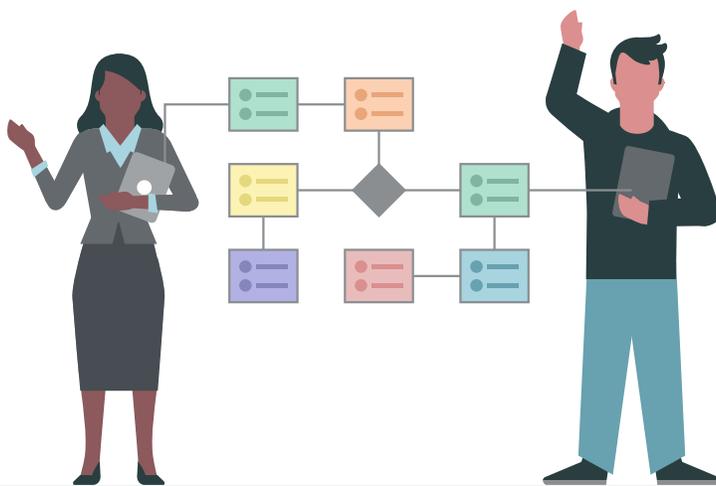You can give your students great experiences—on campus or off—while empowering your faculty and lowering costs. Here's how. ·······

ServiceNow connects your people, workflows, and systems—all on a single, integrated platform.

How does that help with the problems that matter?

Your students want great experiences.

Your faculty want to accomplish more.

Your IT team needs to boost productivity.

**Your institution needs stronger security.**

Your students want great experiences.

For example: Your students need a better way to access information and support as they make their way on their educational journey.

This matters because • • • • • • •

• • • • • • • Students today expect seamless, consumer-like experiences from their schools. Inadequate support or delayed, bureaucratic problem-solving can demoralize students—and drive away prospective applicants. **But now** • • • • • •
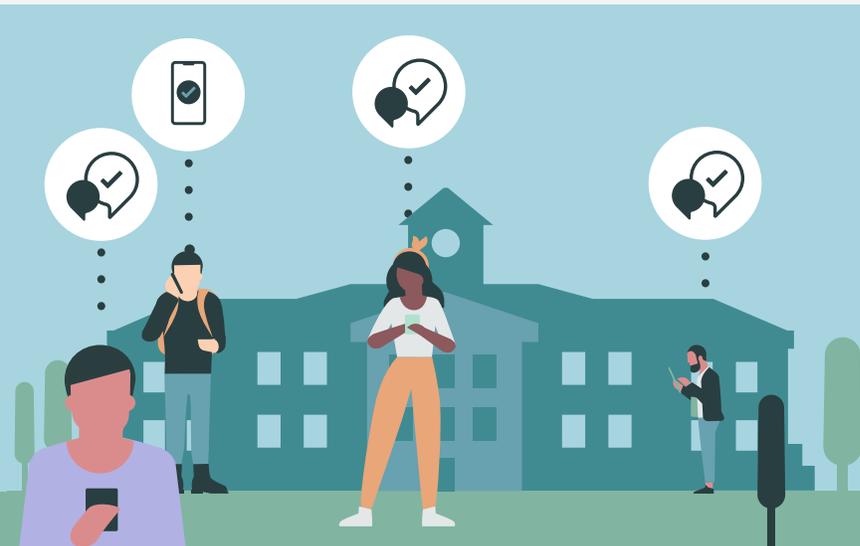
A single, centralized knowledge management system empowers students to find more answers on their own, reducing frustration, and gives contact center staff a single source of truth to resolve issues faster.

Your faculty want to accomplish more.

For example: Your faculty's interactions with HR are overly complicated and time-consuming.

This matters because • • • • • • •

Time wasted on routine paperwork—for hiring, renewal, promotion, benefits, and more—interferes with teaching, saps morale, and undermines your mission. **But now** • • • • • • • • • • • •

By integrating and digitizing your HR processes, you're able to eliminate the paperwork, speed the outcomes, and help your faculty focus their energies on their students.

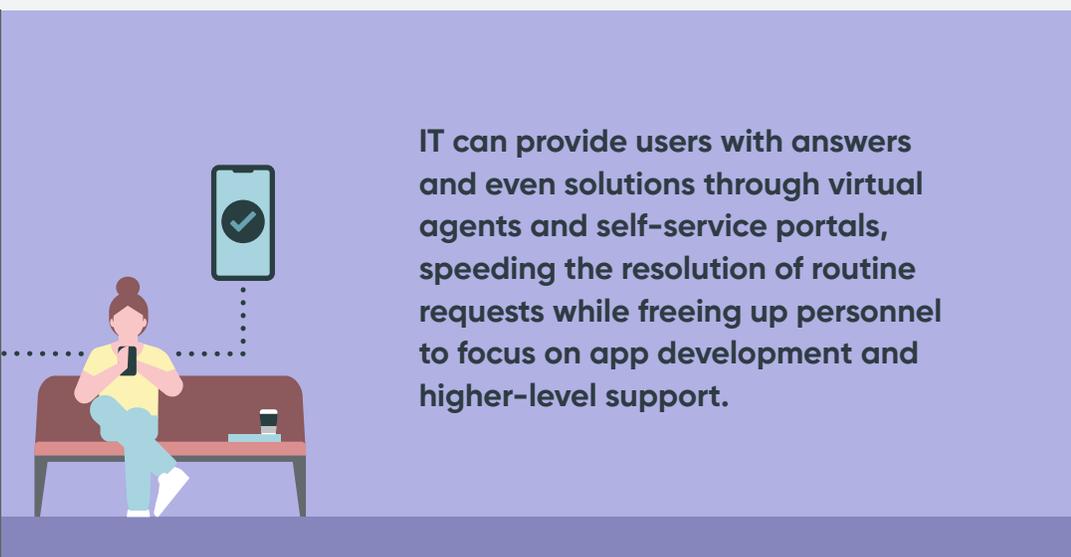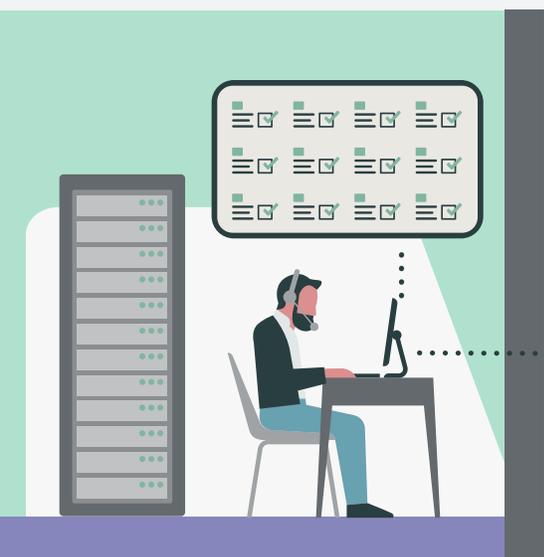# Your IT team wants to boost productivity.

For example: IT personnel are spending too much time fielding service requests.

This matters because • • • • • • •

When IT gets bogged down troubleshooting routine service issues, they are less able to spearhead innovations that could help you deliver a better experience to your students. **But now** • • • • •

IT can provide users with answers and even solutions through virtual agents and self-service portals, speeding the resolution of routine requests while freeing up personnel to focus on app development and higher-level support.
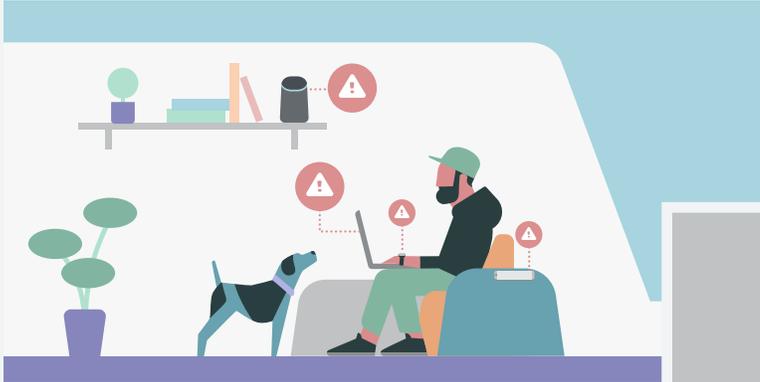
Your institution needs stronger security.

For example: Every year brings new and different threats to the safety and security of your students.

This matters because · · · · · · · ·

You have to keep changing and evolving to meet new challenges—whether that means digital privacy, physical safety, or new policies and protocols for in-person learning. **But now** · · · · · ·

When you digitize your workflows and processes, you're able to build in modern risk management and compliance practices. Just as important, you now have the agility to make changes as those practices evolve.

And that's just the beginning.

With SerivceNow you can streamline operations. Break down silos. Free up innovation. **And deliver a better educational experience.**

Learn more

servicenow.