

ServiceNow Services – the Uberization of IT, HR, and Employee Workflows

February 2021: Complimentary Abstract / Table of Contents



Our research offerings for global services

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Membership information

- This report is included in the following research program(s)
 - [Enterprise Platform Services \(EPS\)](#)
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- Analyst access
- Data cuts
- Pinnacle Model® reports
- PriceBook
- Virtual Roundtables
- Workshops

Custom research capabilities

- Benchmarking | Pricing, delivery model, skill portfolio
- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

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Background of the research

- A decade ago, enterprises expected ServiceNow to help them manage digital workflows such as IT Service Management (ITSM) and IT Operations Management (ITOM). With time, enterprises are now looking for stakeholder-centric, automation-focused, and data-/outcome-driven integrated solutions with emphasis on stakeholder experience, even in a multi-channel, complex portfolio
- In response to the changing market landscape, ServiceNow has expanded its portfolio to deliver enterprise solutions including IT, employee, and customer workflows to help clients drive business growth, increase resilience, and enhance employee productivity. It has forayed into emerging areas such as CSM, HCM, DevOps, FinOps, SecOps, GRC, and security. It has invested in building industry solutions to provide out-of-the-box resolutions and expedite time-to-market for enterprises
- With changing client expectations and evolving ServiceNow landscape, service providers are investing in building strong talent in emerging areas, co-developing industry-specific solutions with ServiceNow, and developing in-house accelerators and frameworks. They are taking a strong inorganic approach with niche acquisitions to fill gaps across their ServiceNow services portfolio to further enhance their geographic footprint
- In this research, we present the current state of the market related to ServiceNow services, typical deal characteristics, enterprises expectations and challenges, best practices for enterprises, and implications for service providers

Scope of this report:



Geography
Global

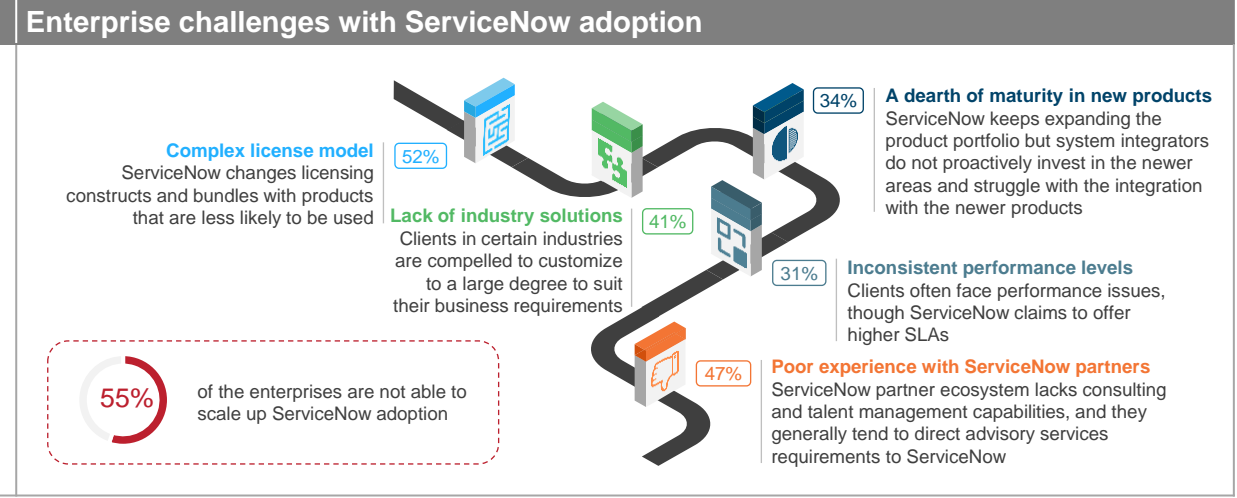
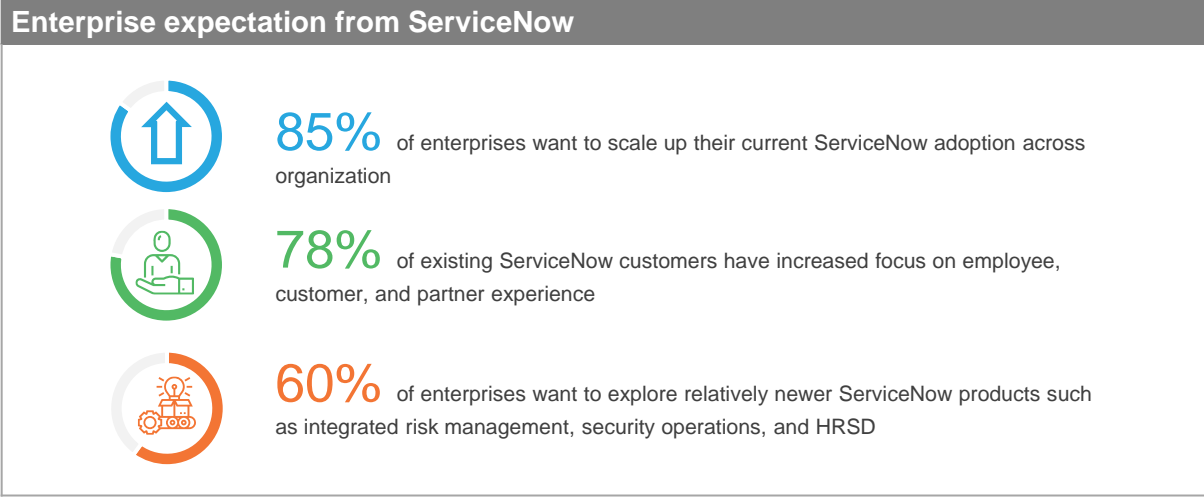
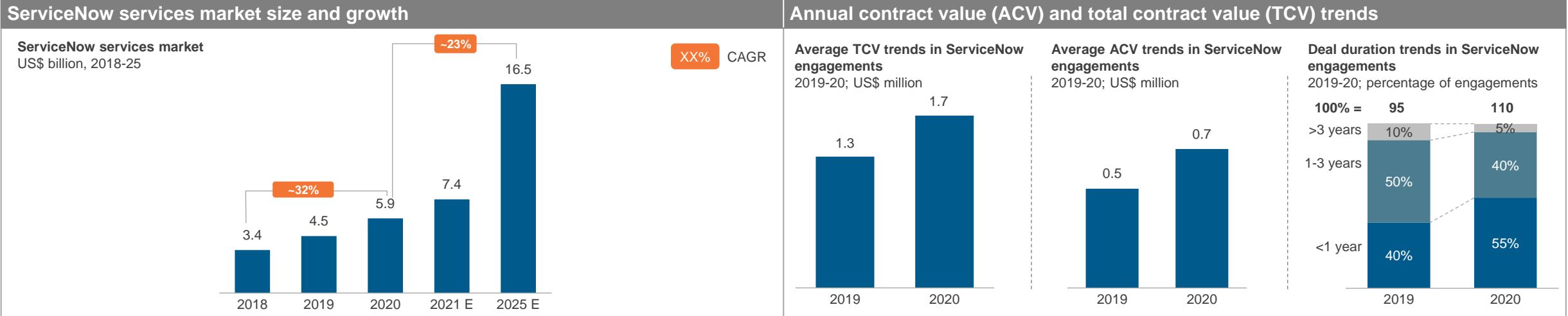


Industries
All major industries witnessing ServiceNow implementations have been covered in this report



Services
ServiceNow services

This study offers four distinct chapters providing a deep dive into key aspects of ServiceNow services market; below are four charts to illustrate the depth of the report



Research calendar

Enterprise Platform Services (EPS)

■ Published
 ■ Planned
 ■ Current release

Flagship EPS reports

	Release date
Salesforce Services PEAK Matrix® Assessment 2020	May 2020
ServiceNow Services PEAK Matrix® Assessment 2021	October 2020
Pega Services PEAK Matrix® Assessment 2021	December 2020
ServiceNow Services – the Uberization of IT, HR, and Employee Workflows	February 2021
S/4HANA Services PEAK Matrix® Assessment 2021	Q1 2021
S/4HANA Services – State of the Market Report 2021	Q1 2021
Microsoft Dynamics Services PEAK Matrix® Assessment 2021	Q2 2021
Supply Chain Management (SCM) platforms PEAK Matrix® Assessment 2021	Q3 2021
Oracle Cloud Application Services / Oracle SaaS Services PEAK Matrix® Assessment 2021	Q4 2021

Thematic EPS reports

	Release date
Cloud Management Platform Trailblazers: Top 10 Start-ups Creating Buzz in the Market	October 2020
Rise of the Disruptive SaaS	Q1 2021
Customer Experience (CX) – What Clients Expect from Adobe, Salesforce, SAP, and Oracle?	Q2 2021
SaaS Management Platform Trailblazer	Q2 2021

Note: For a list of all of our published EPS reports, please refer to our [website page](#)



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