You could deliver better service to your customers, faster and more efficiently. Here's how.
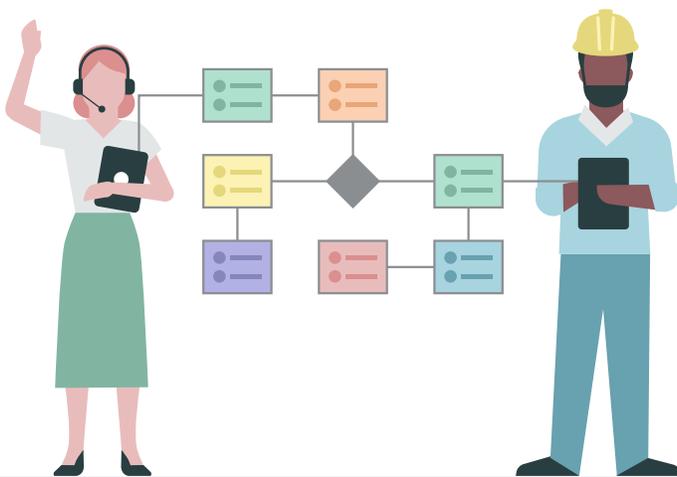
ServiceNow connects your teams, workflows, and systems—all on a single, integrated platform.

As a telecom company, how does that help with the problems that matter?

| Your processes need to be efficient and cost-effective. | Your customers want better service. | Your workforce wants a better work experience. | Your network needs front-to-back integration. |

Your processes need to be efficient and cost-effective.

For example: Outdated manual processes slow your ability to identify and resolve service issues.
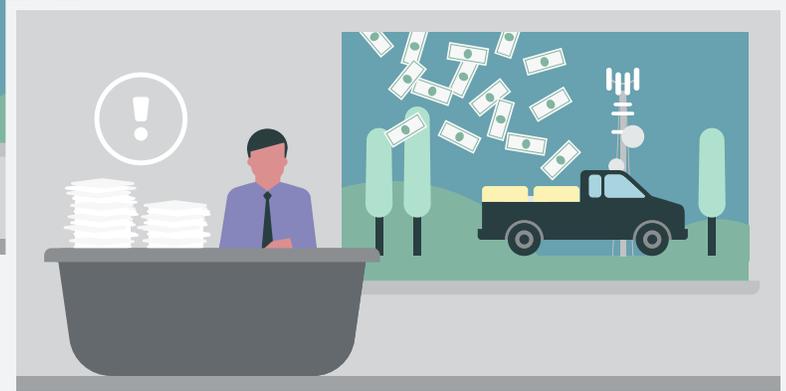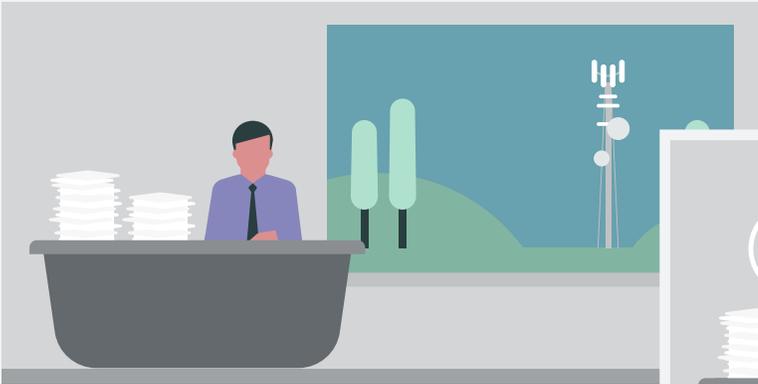
This matters because · · · · · · ·
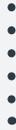
· · · · · · · Disruptions last longer, SLAs are impacted, resources are mis-allocated, and trucks rolls happen when they're not needed. **But now** · · ·
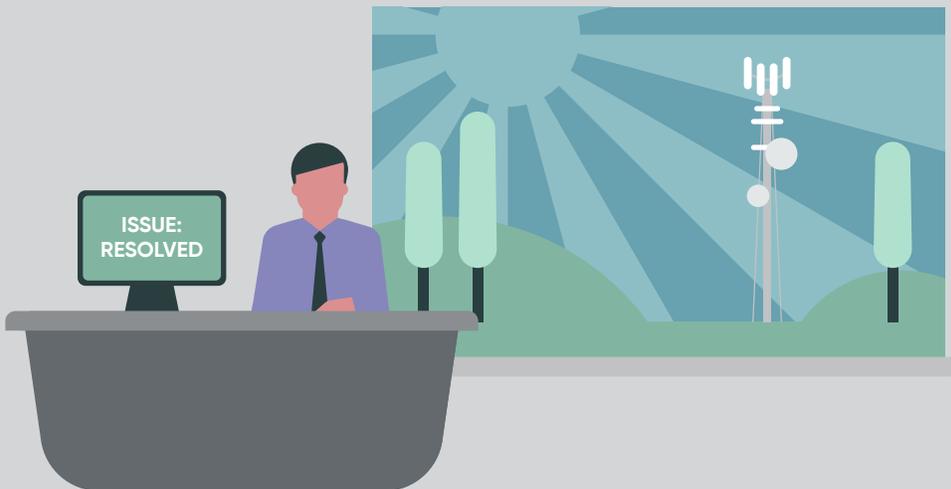

ISSUE: RESOLVED

With an agile, interconnected work environment, you can detect issues, run impact analysis, automate ticket creation, and resolve issues without the customer even being aware.

Your customers want better service.

For example: Customers are frustrated by the experience of calling customer care during service disruptions.

This matters because · · · · · · ·

Your customers rely on connectivity. Any disruption has a direct impact on their bottom line. If they have to struggle to get clear answers from your customer care team—or even, sometimes, just to get through—the customer relationship suffers. **But now** · · ·
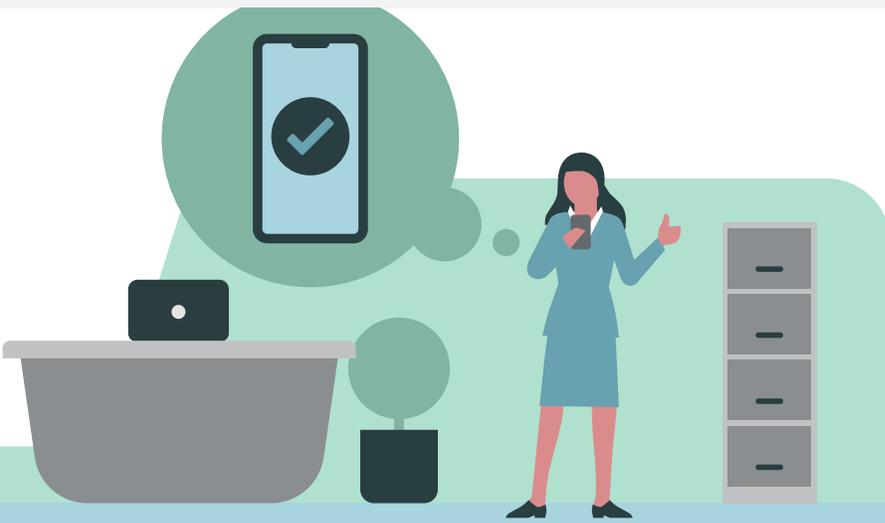
With proactive customer engagement you can inform your customers what's happening before they even call. Keep them updated. Even let them monitor the situation themselves. Result: reduced call volume and happier customers.

Your workforce wants a better work experience.

For example: It takes way too long to onboard new employees.
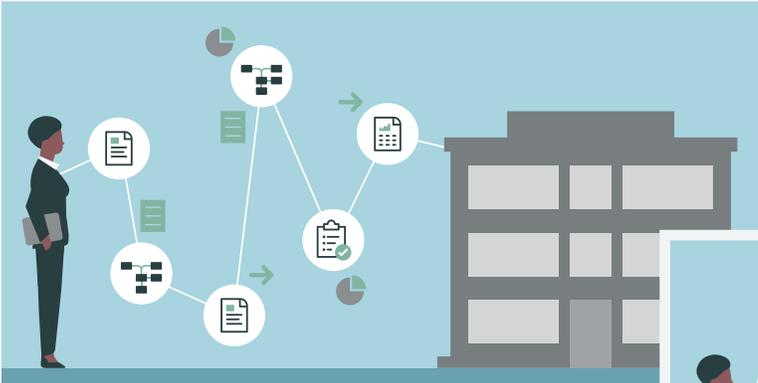
This matters because · · · · · · · ·

· · · · · · · · You lose weeks or months of productivity and thousands of dollars in revenue as your new hires wait to start working. **But now** · · ·

An integrated, personalized onboarding experience gives every new employee a fast and easy way to get oriented and established on your system.

Your network needs front-to-back integration.

For example: Network Operators have to swivel chair between a dozen different legacy apps to get a clear picture of a customer's environment.

This matters because • • • • • • • •

Siloed systems and legacy solutions give your agents a fractured and incomplete picture of the network. That makes it much harder to engage customers effectively, identify issues and address service requests. **But now** • • •
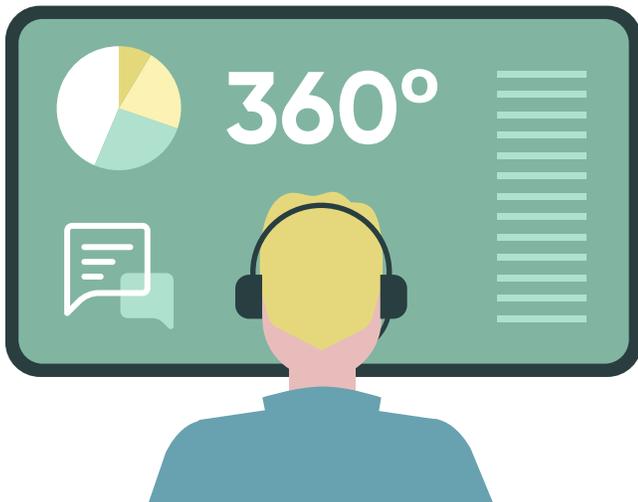
A single view of the network gives network operators end-to-end visibility and real-time network insights so they can maximize availability and quality of service."

And that's just the beginning.
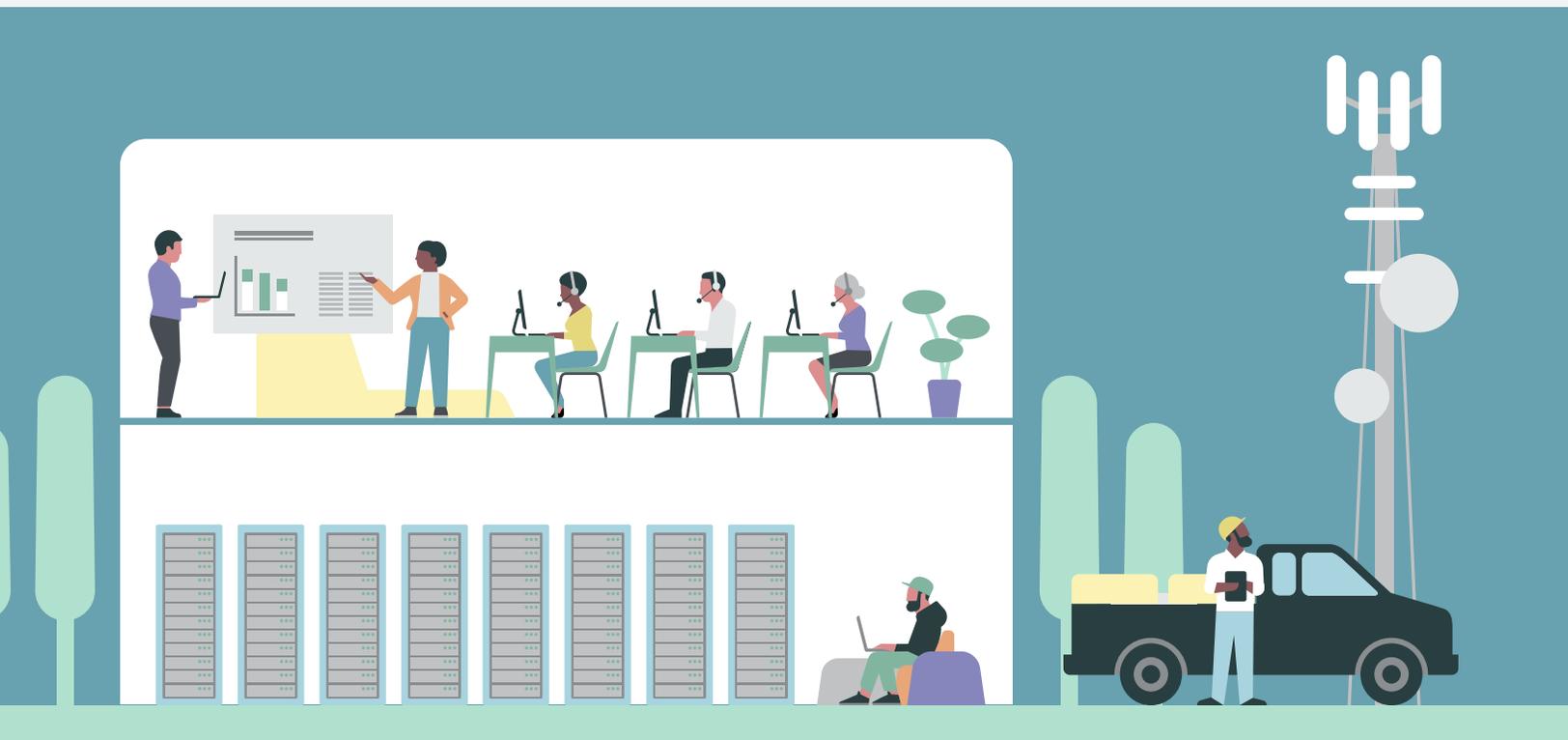
With ServiceNow you can streamline operations. Break down silos. Increase productivity. And deliver better service to your customers.

Learn more

servicenow.