

The Lightspeed Enterprise™
HealthCare At Lightspeed™

Frank Cornelsen

ServiceNow Is A Fast-Growing, Global Company

~5,300 Employees

Major Sites

Silicon Valley, San Diego, Seattle

Amsterdam, London

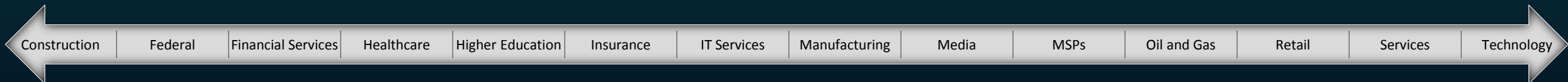
Sydney, Tel Aviv, Hyderabad



\$1.39 Billion In Annual Revenue



Global Enterprises In Every Industry Rely on ServiceNow



Forces Transforming Healthcare



Focus on Patient Outcomes



Value Based Care



Device Expansion in the Clinical Environment



Security Management



Consolidation and New Entrants



Consumerization of Healthcare



IoT Environment



Evolving Regulatory Requirements

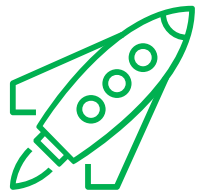
A New Generation Of Company Is Disrupting The Old



PROGRESSIVE



NET



*Faster
To Market*

UBER



More Transparency

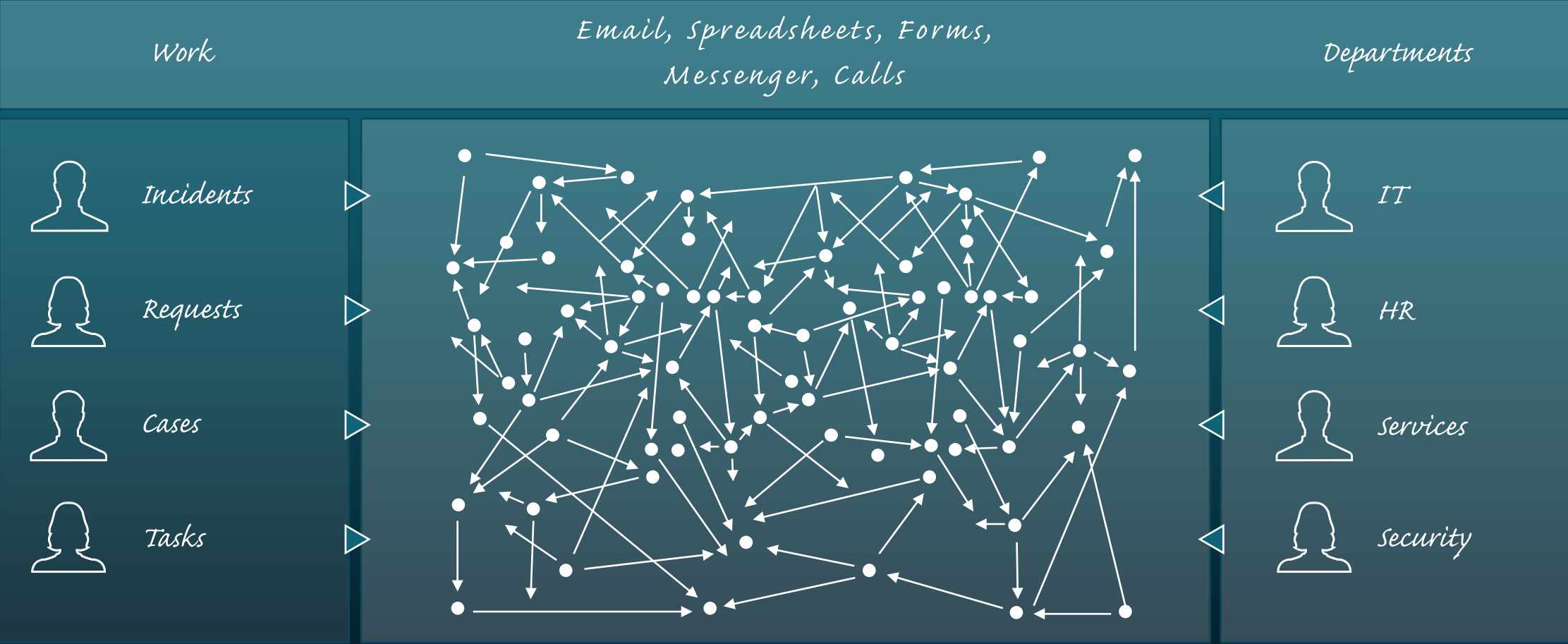
amazon



New Experience

art

Most Companies Stuck In An Old Work Model



That Work Model Hurts Business



*Unproductive
Employees*



Higher Operating Cost



Slow Resolution Times

A New System Of Action Is Needed

REQUESTER



Request Service



Self-Serve



Machine Notifications



Real-Time Source of Truth



*WORKFLOW
& AUTOMATION*

ACTIONER



Prioritize & Assign



Collaborate



*Automated
Action*



Solve Issues

The ServiceNow System Of Action



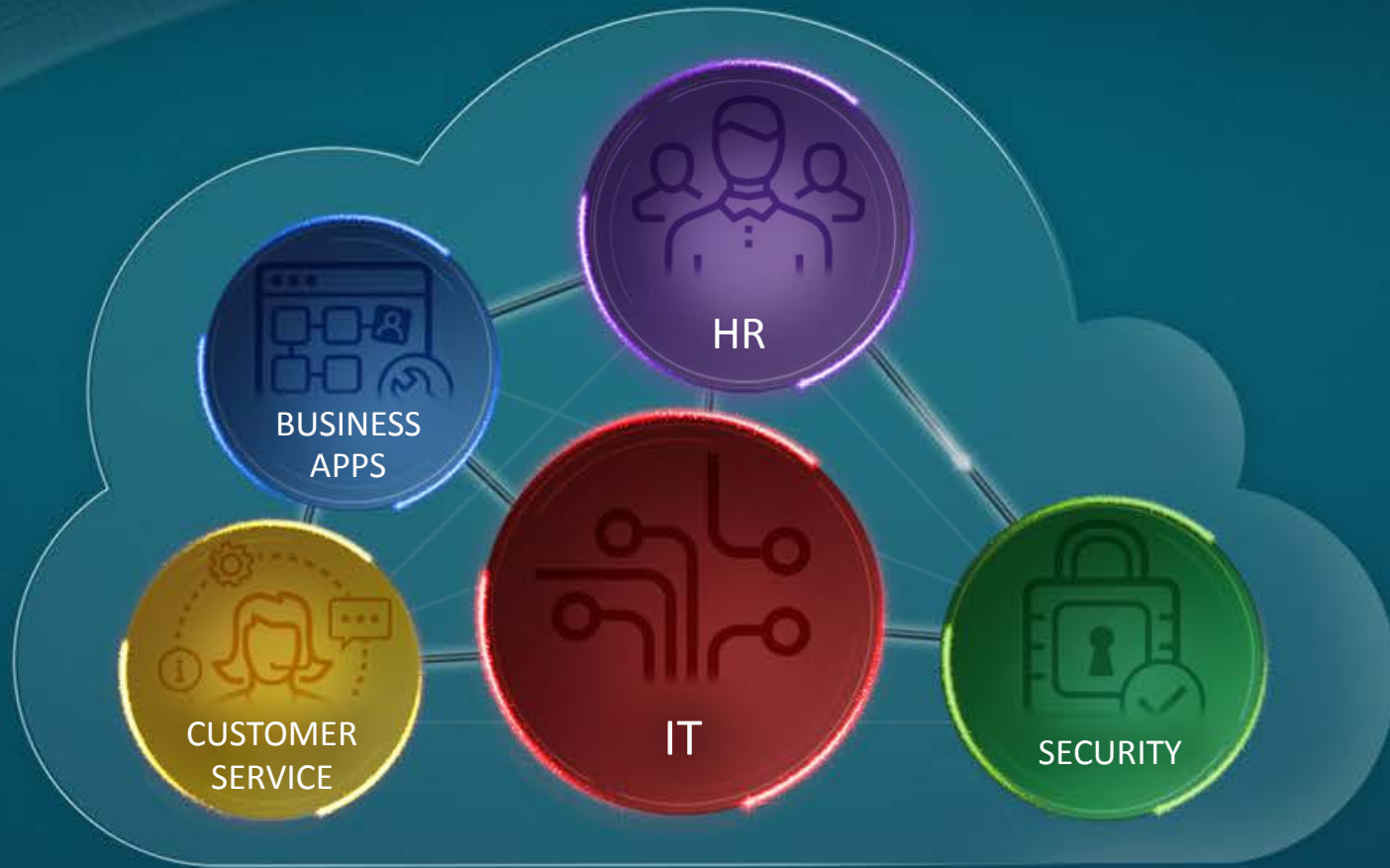
Energized Employees



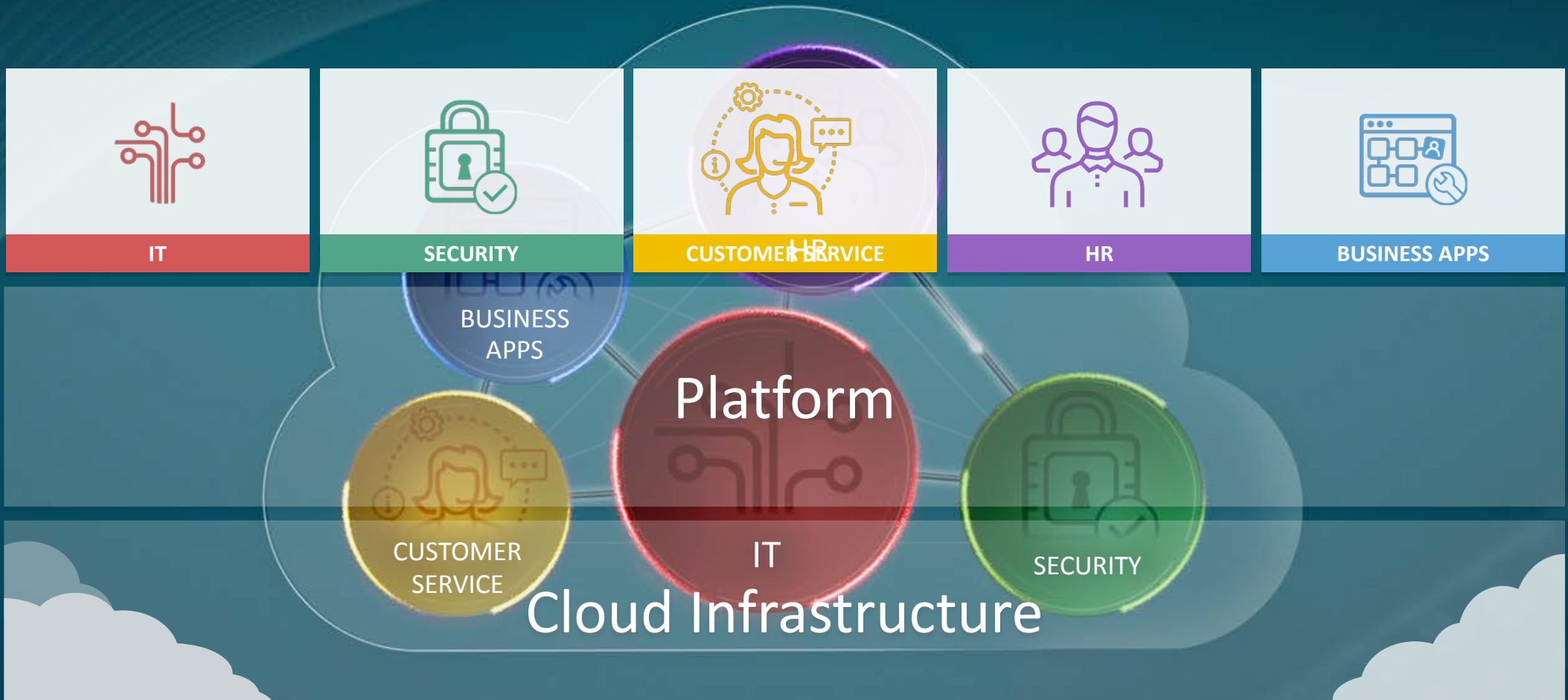
*Game Changing
Economics*



Higher Service Levels



The Lightspeed Enterprise™



Create Your ~~Light Speed Enterprise~~ TM ~~Enterprise~~ TM With ServiceNow



IT



SECURITY



CUSTOMER SERVICE



HR



BUSINESS APPS



Single Database



Workflow



Service Catalog



Service Portal



Subscription & Notification



Contextual Collaboration



Predictive Analytics



Knowledge Base



Developer Tools



Multi-instance

Cloud Infrastructure



Secure & Compliant



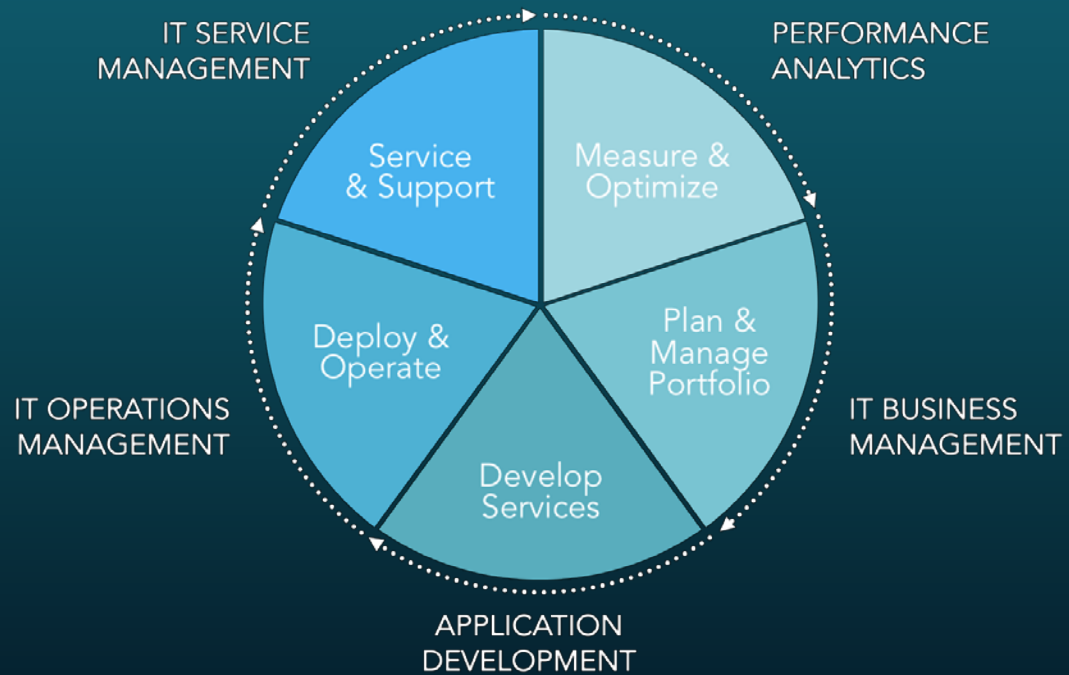
Scalable

Create Your Lightspeed Enterprise™ With ServiceNow



End-to-End IT Transformation

Increase speed, lower costs, and align to business priorities



Consolidate onto a single cloud platform

Maximize availability via service-awareness

Provide a seamless user experience

Improve performance with analytics

servicenow®

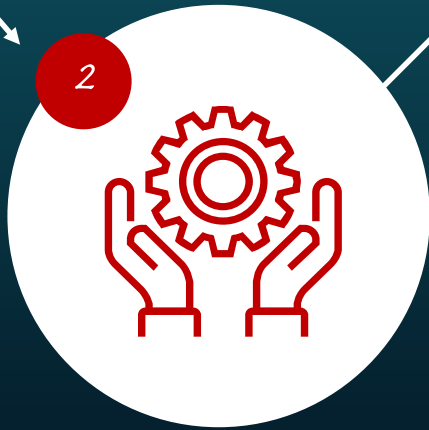
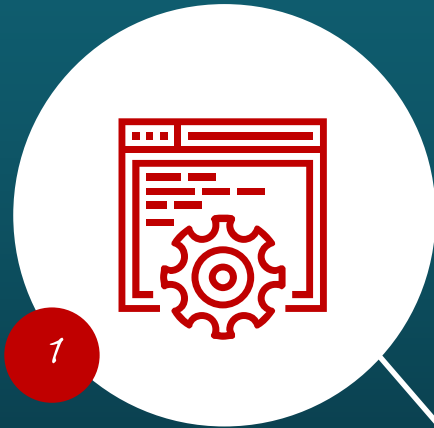
WORK AT LIGHTSPEED™

IT | HR | Customer Service | Security Operations | Business Apps



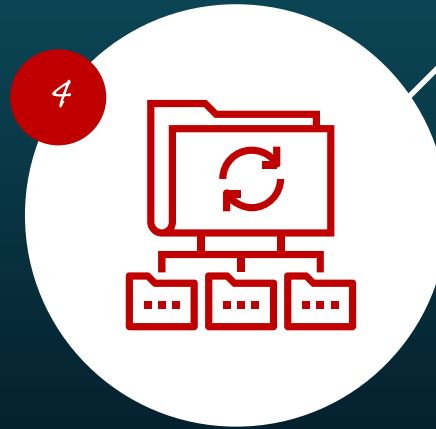
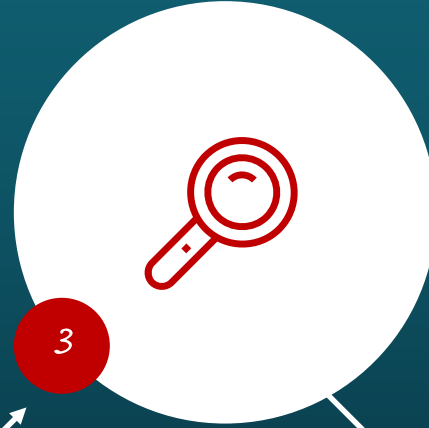
Modernize IT for Better Patient Outcomes

*Make it Easy for Healthcare Professionals
to Engage*



*Allow Healthcare Professionals to Self-Serve
or Request Any IT Service*

*Better Visibility and Request
Tracking*



*Orchestrate Action Across Multiple
Departments*

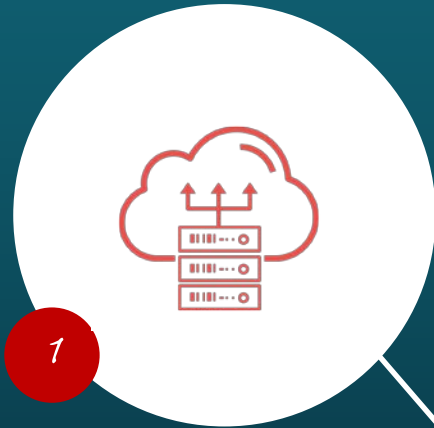
Deliver Better Patient Outcomes



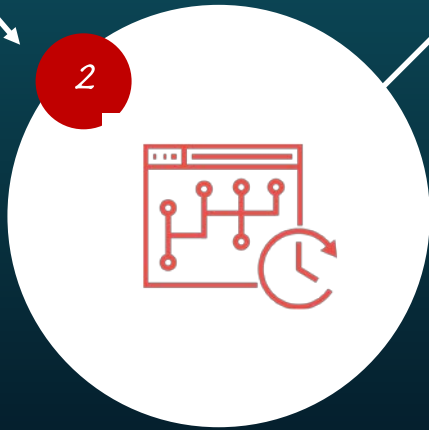


Eliminate Service Outages

Map EHR Services to Infrastructure



1



2

Keep EHR Infrastructure Maps Current

Ingest Events Across Hospital IT Landscape



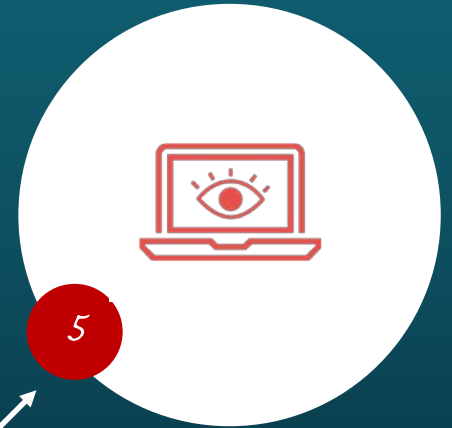
3



4

Prioritize Issues and Automate Fixes

Gain Visibility into Hospital Service Health

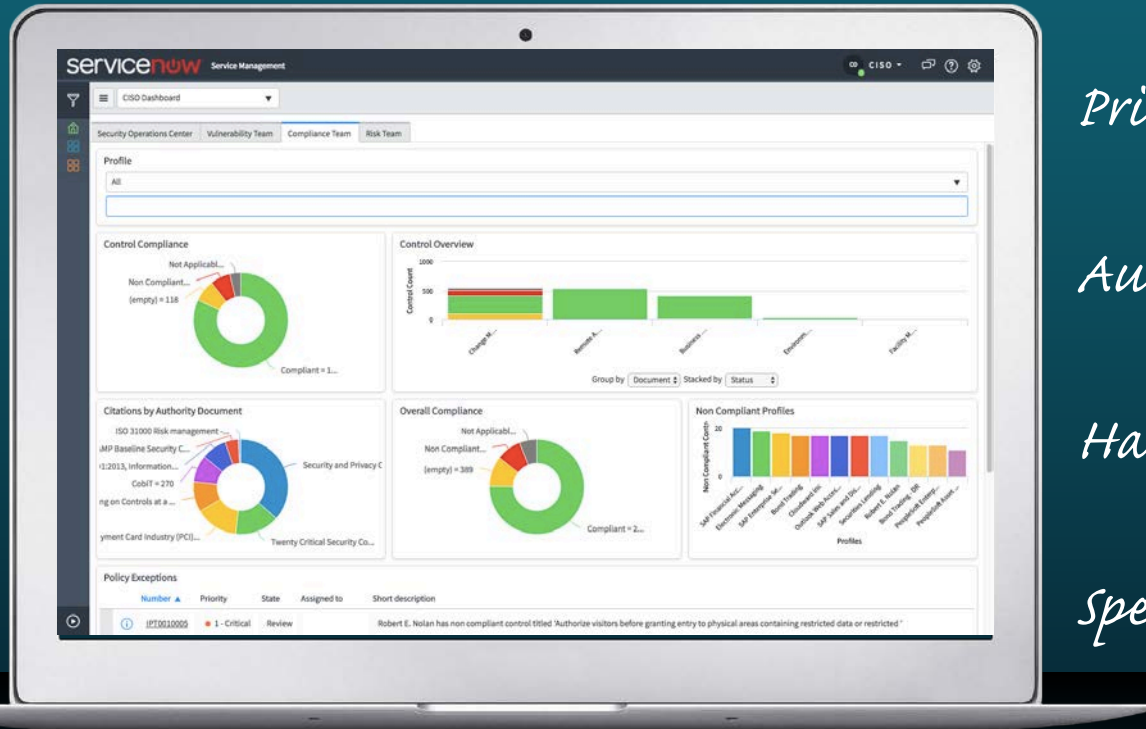


5



Resolve Real Security Threats Fast

Align security & IT to resolve security threats on a single platform



Prioritize incidents by business impact

Automatically integrate threat intelligence

Hand off tasks between security & IT

Speed remediation with orchestration



Resolve Real Security Threats Fast

Integrate Your Security Products



Automatically Prioritize Security Incidents

Utilize Threat Intelligence



Determine Response Action

Remediate Threats Fast

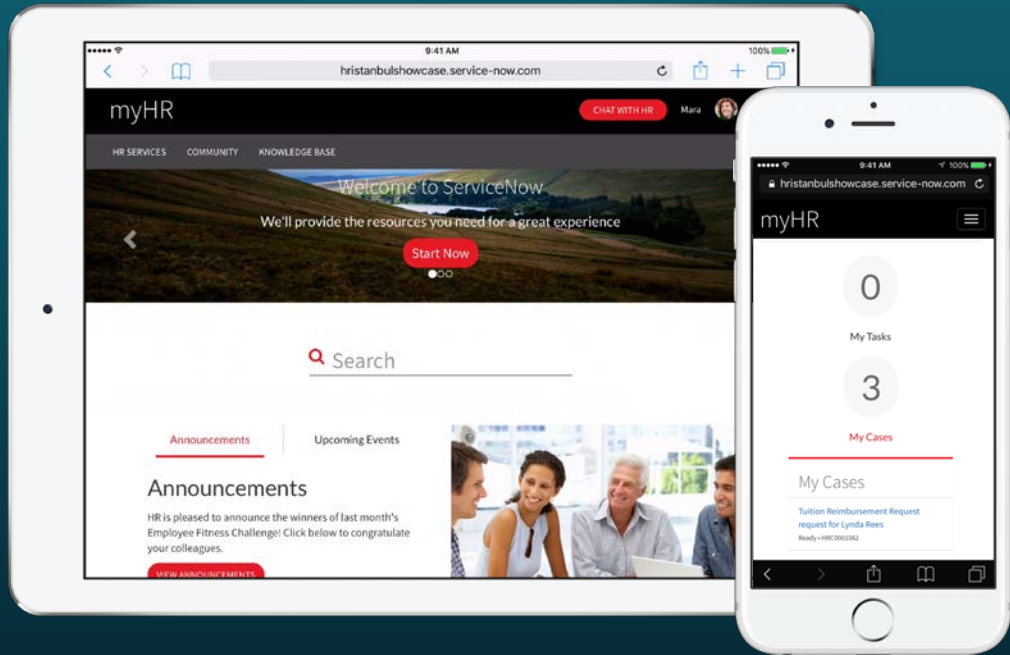


Review Post Incident Reports



Consumerize The Clinical Employee Service Experience

Increase employee productivity and satisfaction while making HR more efficient



Deliver a modern consumer experience

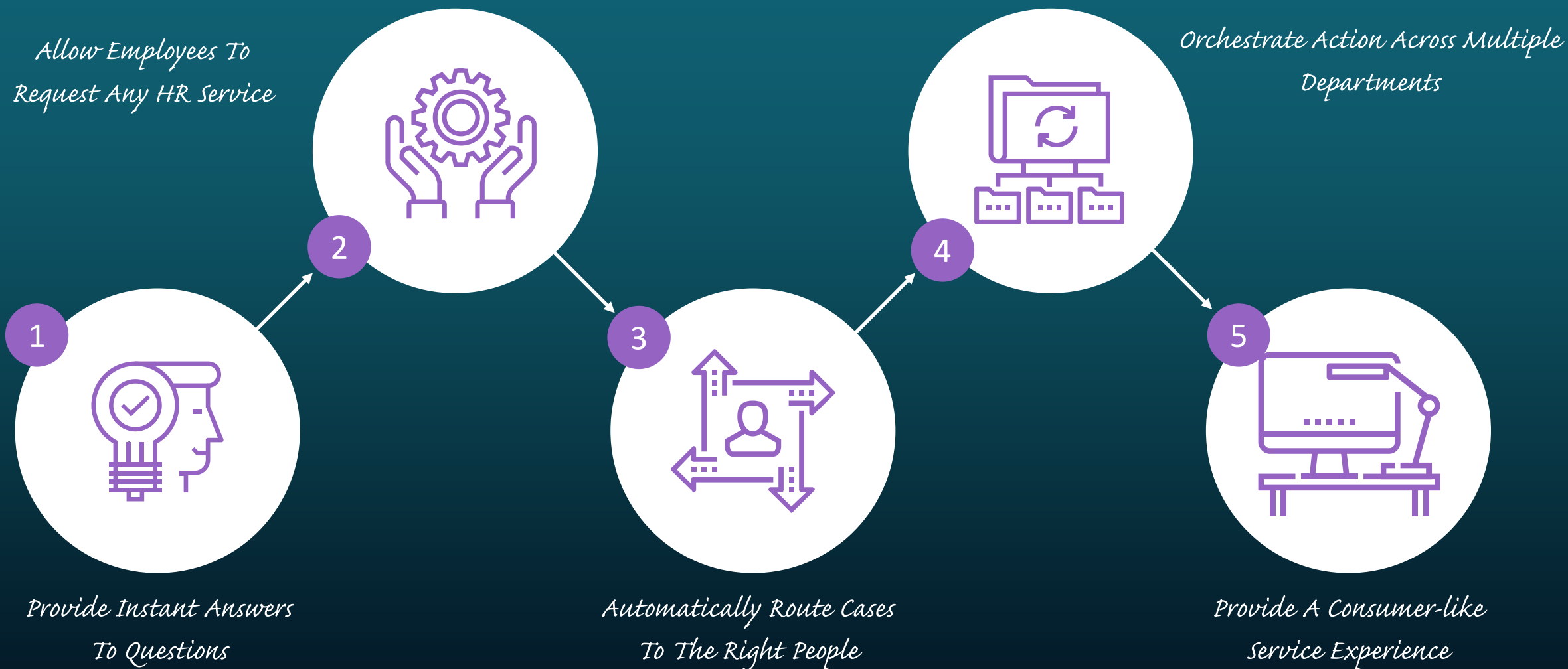
Offer knowledge portals for self-service

Automate case management

Manage workflows across departments



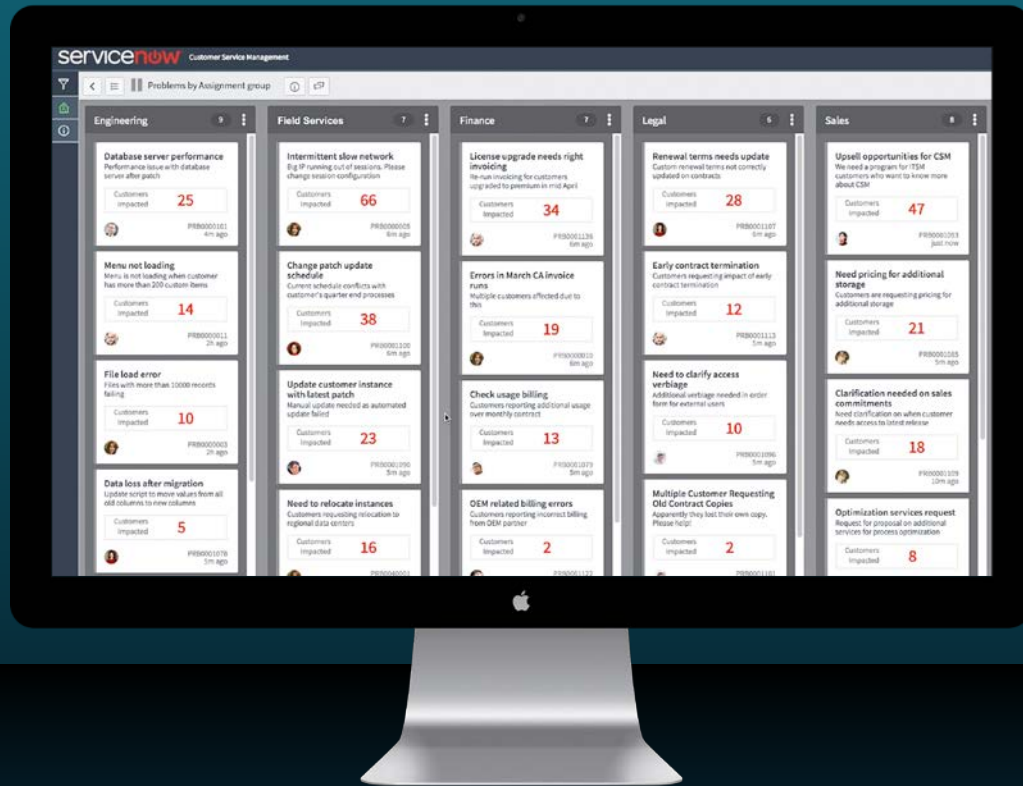
Consumerize The Clinical Employee Service Experience





Resolve Customer Issues At Lightspeed™

Connect teams to fix issues and proactively prevent calls



Create self-service portals for common tasks

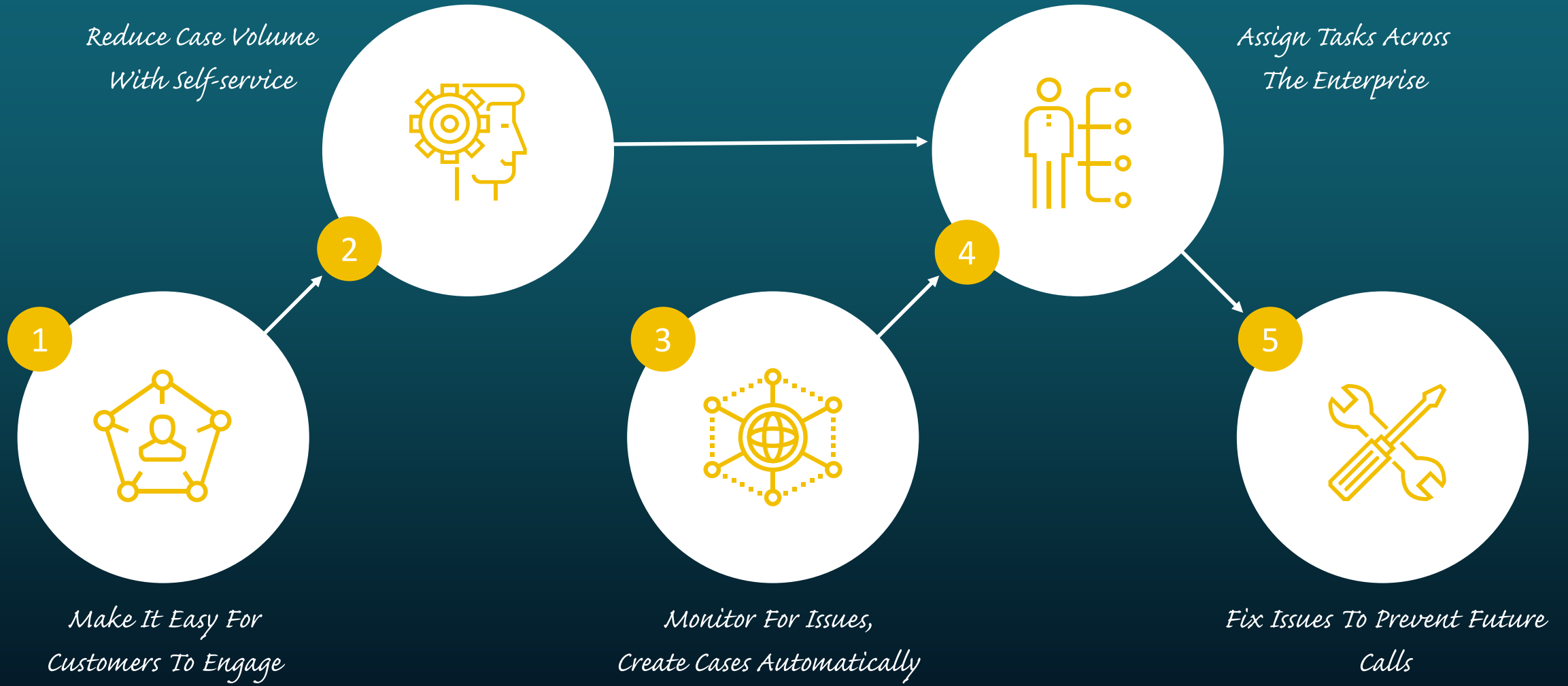
Identify root cause to speed resolution

Assign issues to the right department

Identify trends to preempt customer issues



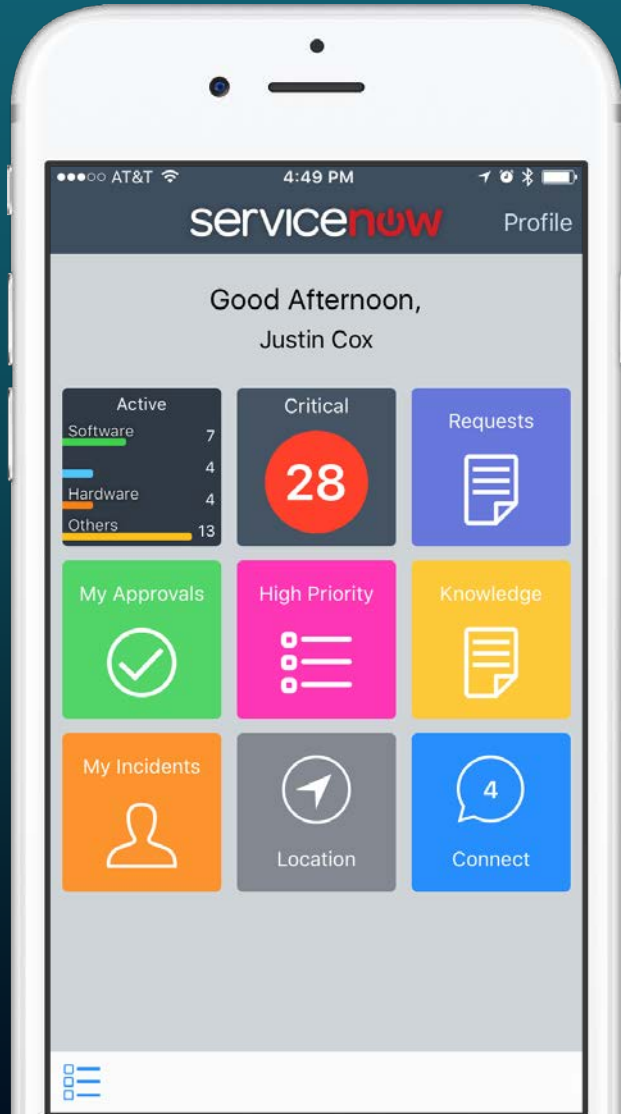
Resolve Customer Issues At Lightspeed





Build Business Applications At Lightspeed

Power your digital transformation



Build on a single mobile & web development platform

Assemble contextual workflows on one system of record

Create a common, consumer-like experience for all apps

Simplify development so anyone can build apps



Build Business Applications At Lightspeed™

*Imagine The Right App For
Your Business*



*Design Workflows To Automate
Processes*

*Build Your App Without
Writing Code*



*Connect Apps, Data,
And People*

*Tap Into
Real-time Analytics*



*Move Your Business Forward
At Lightspeed*

The Results Are Game Changing



*Energized
Employees*



*Game Changing
Economics*



Higher Service Levels

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