

TOTAL BUSINESS VALUE OF SERVICENOW'S INTEGRATED RISK PRODUCTS

Opportunities to manage risk and
build resilience in real time

Need for integrated risk management

When it comes to risk management today, too many organizations are still in the dark ages. They're relying on siloed manual inputs that live in spreadsheets, leaving them at a competitive disadvantage. Not only is this a poor response to risk management, but these practices also require resources that could be put to better use elsewhere.

Nowadays people expect all organizations to deliver the same modern experiences they receive from consumer-driven companies. At the same time, regulatory requirements and security threats continue to escalate. Forward-looking enterprises understand that today's risk landscape demands better visibility, speed, and agility when it comes to risk management. These organizations are rising to the challenge by embracing innovative technology, adopting a risk-focused culture, and safeguarding trust and compliance.

The cloud has a critical role to play in this digital transformation. Moving from on-premises environments to the trusted cloud gives you access to innovative technologies and improves experiences for both your workforce and the people they serve.

Benefits of a unified cloud platform

The ServiceNow® unified cloud platform, the Now Platform®, helps you bring together integrated risk management (IRM) activities on a single platform. It allows your employees to work more efficiently on risk and resilience activities, giving them the ability to focus on more strategic, transformative initiatives rather than spend extra time on manual tasks that can be automated.

ServiceNow risk and resilience solutions enable enterprisewide risk management, operational resilience, business continuity management, and third-party risk management. By integrating and continuously monitoring your day-to-day operations and systems, you can minimize business disruption, empower your front line to make risk-based decisions, and drive prompt action for high-risk issues such as data exposures, noncompliance, and vendor risk status changes.

ServiceNow integrated risk products bridge the intelligence gap by offering your front line the ability to effortlessly engage in risk and resilience activities. As part of a single system, ServiceNow provides speed, accuracy, and confidence for decision-makers at all levels—from the front-line control owner to the third-line audit analyst.

Problems solved by using a single, modern platform for IRM:

Data silos

Manual processes

Lack of automation

Lack of transparency

Unsatisfied employees

Inability to scale

A closer look at how you can transform risk and resilience for your business

Proactively manage technology risks, cyber risks, and compliance

ServiceNow enables efficient management of fast-changing risks related to digital transformation and technology by integrating workflows, data, and tools across your risk, security, and IT teams and your vendors.

- Efficiently identify, manage, and continuously monitor IT risk and compliance through integration and automation across silos and in the cloud
- Understand and manage privacy and data loss risks

Maintain business continuity and operational resilience

ServiceNow® Business Continuity Management (BCM) works across your organization to facilitate the design, building, testing, and execution of effective plans informed by the business, HR, IT, and external content. BCM integrates with other ServiceNow products to monitor and manage disaster recovery and operational resilience activities everywhere.

- Integrate, monitor, and manage operational resilience activities enterprisewide
- Build, test, and execute effective business continuity plans informed by business, IT, and external context
- Mitigate potential IT disasters and disruptions and recover effectively to protect the business

Effectively manage and report on enterprisewide risk

Sophisticated quantitative and qualitative risk assessments and AI enrich digital, automated workflows that connect and streamline risk management efforts across risk domains, tools, and teams.

- Integrate, manage, and continuously monitor enterprise and operational risks with front-line engagement
- Manage and report on corporate compliance and regulatory changes
- Perform internal audits with high-quality data

Manage third-party and supplier risks including cyber and ESG

Scale to handle your increasing volume of third- and fourth-party risks by digitalizing and optimizing processes to improve visibility, efficiency, and decisions as you manage risk.

- Identify and flag evolving regulatory, cyber, and Environmental, Social, and Governance (ESG) risks of your critical partners
- Engage employees and vendors in lifecycle management, including efficient assessment and maintenance
- Integrate with ESG rating solutions, third-party intelligence, and vendor procurement to improve the quality and accuracy of risk management

OPERATIONAL EXCELLENCE

How companies like yours thrive when managing risk and building resilience in real time

Danske Bank

Danske Bank [GRC, ITOM, ITAM, Security Operations & Strategic Portfolio Management]

[Industry: Financial Services]

CHALLENGES

- IT operations standardized onto a single platform that can scale across the enterprise
- Higher level of control and governance for the integrated risk management program
- Need for faster time to identify and respond to risks

RESULTS

- 93% reduction in high-priority incidents
- 6x improvement in time to restore services
- 90% adoption rate by employees in two weeks

“

The consolidation and standardization of our services onto a single platform enables us to continuously improve our capabilities.”

Jacob Elfving

Development Manager, IT Operations,
Danske Bank

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avanade

Avanade [GRC + Security Operations]

[Industry: Services]

CHALLENGES

- Issues with prior Governance, Risk, and Compliance (GRC) implementation
- Need to increase efficiency and respond faster to risks
- Disconnected GRC processes

RESULTS

- 63 policies implemented
- 93 authority documents mapped
- Up-to-date visibility of compliance status for executives

“

We had an on-premises system, but we were concerned about its scalability. ServiceNow is a critical partner for Avanade. We see it as a true enterprise platform.”

Ann Auerbach

Global Certification and Compliance
Manager, Avanade

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OPERATIONAL EXCELLENCE

How companies like yours thrive when managing risk and building resilience in real time



DNB [Vendor Risk Management]
[Industry: Financial Services]

CHALLENGES

- Reducing risk vulnerabilities to ensure continuous customer service and legal compliance
- Effective task management to prove policies are upheld to collect and evaluate live data and execute suitable actions

RESULTS

- Robust risk management process
- Continuous customer service and legal compliance
- Significant reduction of capital bindings

“

We want to provide increased customer satisfaction. ServiceNow is helping us make that happen.

Anne Kristine Næss
Enterprise Architect for the ServiceNow Platform, DNB

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Aegon [Business Continuity Management]
[Industry: Financial Services]

CHALLENGES

- Disparate, regional business continuity programs due to global footprint with much M&A activity
- No single software system to manage business continuity across the enterprise
- Manual, error-prone processes for operational controls
- Inefficient workflows and approval processes

RESULTS

- 50% increase in BCM administration efficiency
- 83% reduction in time to create and maintain Business Impact Analysis (BIA)
- 79% reduction in time to create and update BIA plans

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With COVID, followed by the storm disaster, our use of the Now Platform has been monumental.

Denny Hodge
Business Continuity Manager, Global Technology Services, Aegon

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Business value certified by Forrester Consulting

Forrester Consulting validated the business value of ServiceNow integrated risk products via Total Economic Impact™ (TEI) assessment data. TEI is a methodology developed by Forrester Research that improves a company’s technology decision-making processes and assists vendors in communicating the value proposition of their products and services to clients. It helps companies demonstrate, justify, and realize the tangible value of IT initiatives to both senior management and other key business stakeholders. All figures calculated below are based on metrics collected from ServiceNow customers as part of Forrester TEI studies as well as customer surveys and interviews, as a commissioned validation on behalf of ServiceNow.

Internal audit handling ¹	External audit handling ¹	Audit penalty reduction ¹
<ul style="list-style-type: none"> • 15% improvement in productivity for GRC staff handling audit planning • 35% improvement in productivity for GRC staff handling audit execution • 30% improvement in productivity for GRC staff handling audit issues • 80% improvement in productivity for GRC staff handling audit reporting 	<ul style="list-style-type: none"> • 15% improvement in productivity of reduced external audit preparation time • 55% improvement in productivity of reduced time with external auditors during audit • 35% reduction in external auditor payments 	<ul style="list-style-type: none"> • 40% reduction in penalty payments from failed audit findings
Risk management/reporting ¹	Vendor Risk Management	Business Continuity Management ³
<p>Risk management</p> <ul style="list-style-type: none"> • 22% improvement in productivity for GRC staff handling risk identification • 60% improvement in productivity for GRC staff handling risk assessments • 40% improvement in productivity for GRC staff handling risk-related issues <p>Governance, Risk, and Compliance reporting</p> <ul style="list-style-type: none"> • 70% improvement in productivity for GRC staff responsible for reporting 	<ul style="list-style-type: none"> • 22% decrease in overall workload (efficiency gain) for vendor risk management² <p>Annual vendor assessment and issue management:</p> <ul style="list-style-type: none"> • 30% self-service deflection of assessments due to being fully automated¹ • 40% improvement in productivity for GRC staff handling vendor assessments¹ • 63% reduction in vendor contract management time¹ • 30% reduction in vendor tiering time¹ • 80% improvement in productivity for GRC staff responsible for vendor risk reporting¹ 	<ul style="list-style-type: none"> • 37% reduction in cost per test for business function or application recovery tests • 35% reduction in cost per test for business site recovery tests • 38% reduction in cost per test for datacenter recovery tests • 39% reduction in cost of responding to business function or application recovery issues • 38% reduction in cost of responding to business site recovery issues • 37% reduction in cost of responding to datacenter recovery issues • 36% reduction in cost to create and update disaster recovery plan

Source: Forrester Total Economic Impact™ (TEI) of ServiceNow – Validated Financial Model Data, a commissioned study conducted by Forrester Consulting, February 2022.
 1. Validated benefits from existing certifications | 2. Validated industry-specific inputs and benefits for GRC | 3. Validated industry-specific inputs and benefits for BCM

Continue your learning journey: See the value of digital transformation with ServiceNow

- [Governance, Risk, and Compliance >](#)
- [Risk and resilience solutions >](#)
- [Value Calculator >](#)
- [Industry solutions >](#)



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