

**Digitizing and  
connecting operations:  
The path to transform  
energy/utility service  
delivery**



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# In a rapidly changing landscape, energy and utility businesses must seize the potential of the digital evolution.

Energy and utility companies are under a lot of pressure—and it's coming from all sides.

Utilities face downward pressure on rates, while energy providers face increasing exploration costs. To offset these financial impacts, operational efficiency is paramount. Energy and utility companies must reduce operating costs and improve asset performance—all while delivering competitive services and prices, as well as operating safely in the communities they serve.

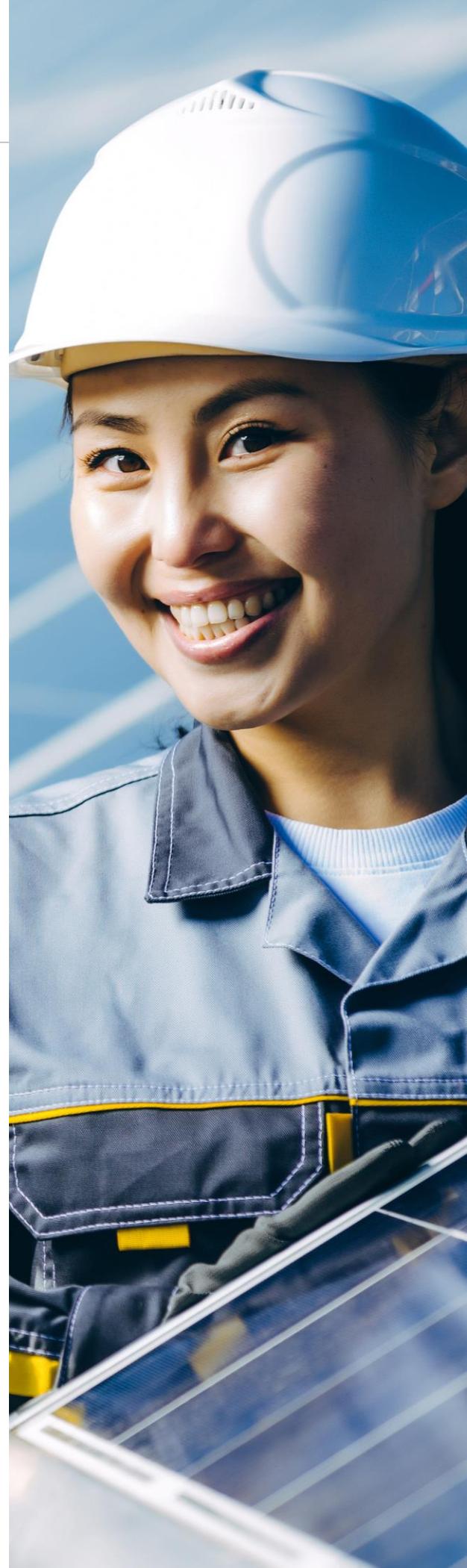
As the shift towards automation accelerates, regulatory and risk pressures continue to grow. Now, more than ever, these businesses must protect critical assets from cyber threats and manage compliance across the entire ecosystem. They also have to keep pace with the increasing expectations of key stakeholders—especially customers and employees—who are demanding flexible, responsive, and modern experiences.

At the same time, next-generation technologies are disruptive. New energy resources, such as distributed energy and renewables, present a new world of opportunities. And while innovation and new risks demand change, embedded and siloed legacy systems stand in the way of progress.

ServiceNow can help energy and utility companies meet these challenges head-on. The Now Platform® equips them to:

- Power operational excellence and resiliency
- Excel at security and compliance
- Elevate the customer experience
- Deliver consumer-grade employee experiences

**With ServiceNow, energy and utility companies can harness the power of connected operations to unlock benefits throughout the value chain and transform service delivery.**



# Power operational excellence and resiliency

Energy and utility providers are seeking new technologies that can securely automate and optimize their mission-critical operations. At the same time, disconnected and inflexible legacy systems block success.

With ServiceNow's future-ready digital platform, you'll achieve a fully integrated ecosystem that unites siloed legacy systems—enabling real-time visibility across organizational boundaries that equips you to better analyze your operations for continuous improvement. You can also leverage AI and machine learning to improve processes, while ensuring workplace safety and compliance with purpose-built apps.

## Excel at security and compliance

Amid increasing cybersecurity concerns, energy and utility companies need to see threats coming and respond to them faster. And with ever-evolving compliance requirements, having real-time reports, alerts, and dashboards are key to staying out ahead.

With ServiceNow's security, operations, risk, and compliance tools, you can protect against cyberthreats with improved visibility and automated responses, as well as accelerate compliance efforts through embedded monitoring aligned to regulatory policies. And risk mitigation can now extend across the supply chain through a modern, unified experience that enables end-to-end management.

## Elevate the customer experience

Competitive and regulatory forces demand higher customer satisfaction, and today's customers demand a seamless and transparent experience.

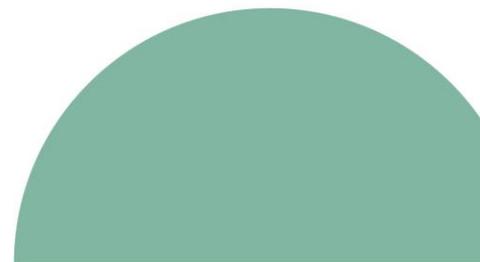
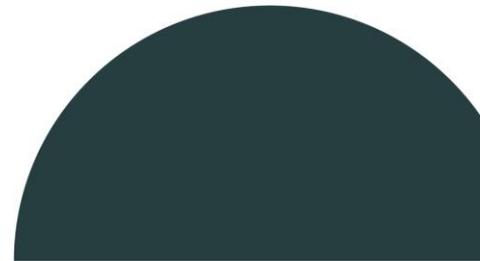
ServiceNow enables you to deliver proactive customer care and service assurance by automating key processes and workflows, which not only elevates the customer experience, it significantly reduces the burden on your contact centers.

Your agents will have important information at their fingertips immediately when service disruptions occur—including the scope of the impact and the expected resolution time. You'll boost service efficiency by linking work orders and tasks with assets, automating scheduling and dispatch, and monitoring SLAs in real time. And integrated field operations data will help inform decision-making, while digital workspaces give you confidence as you deploy teams to handle field issues and emergencies.

## Deliver consumer-grade employee experiences

Employees want a superior experience, too—one that enables them to be productive, easily complete HR-related tasks, and efficiently cross-share knowledge with colleagues.

ServiceNow's automated workflows help ensure that your employees are connected, informed, and empowered. By digitizing employee knowledge and processes, you reduce low-value work and replace "tribal knowledge." With information at their fingertips, your teams get answers quickly, improve response times, and are equipped to make better decisions.





## ServiceNow for energy and utilities

ServiceNow enables energy and utility companies to:

- Boost operational excellence and resiliency
- Excel at security and compliance
- Elevate the customer and employee experiences

We help you harness the power of connected operations to unlock benefits throughout the value chain and transform service delivery.

[Learn more](#)

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