


Connecting ordering and assurance for the 5G era

A new, modern communications service provider (CSP) is emerging. One that's breaking free from the siloed, legacy systems that weigh down operations, stifle partner ecosystems, and drive up costs.

 **ServiceNow helps modern CSPs reimagine the entire telecom experience across ordering, care, and assurance.**

ORDER MANAGEMENT


The path to growth starts with a new approach to order management.



THAT'S A CHALLENGE because nearly every step in today's order management process requires labor-intensive processes and stitching together multiple, disconnected systems.



THAT MATTERS because the push to 5G and business diversification will create new revenue streams and partnerships. Ask yourself, **how long can you afford to forgo new business models while letting order delays and fallouts increase operational costs, slow your time to revenue, and frustrate customers?**

 ServiceNow helps CSPs bring solutions to market faster, find efficiencies, and, most importantly, assure products and services work how they're supposed to.

CUSTOMER CARE

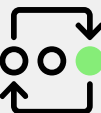
Today's customers want more from you— make it simple and transparent.



THAT'S A CHALLENGE because legacy systems, complex processes, and organizational silos force many CSPs into a reactive approach to customer care.

THAT MATTERS because the risk to your business is real—from disruptive new competitors to rising customer expectations. You're likely wondering: **How can we keep customers loyal, create better transparency across the B2B2x value chain, and drive repeat business if we can't keep pace with their expectations?**



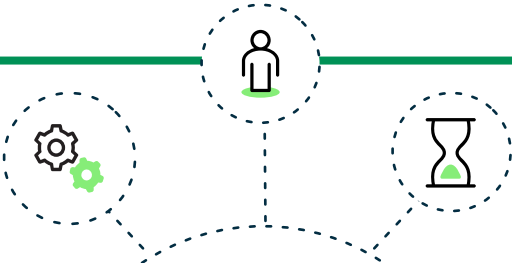
 With ServiceNow, CSPs can detect issues, automate resolution, keep customers informed across channels, and orchestrate the enterprise ecosystem.

SERVICE ASSURANCE

24/7 connectivity isn't just a network feature, it's a customer expectation.




THAT'S A CHALLENGE because manual, clunky processes and outdated, siloed infrastructure make your services unreliable and unpredictable—and slow down resolution efforts.



THAT MATTERS because delayed issue resolution comes at a price. Consider, **what are the cumulative costs of service level agreement (SLA) penalties, frustrated employees, and lost customers?**



 ServiceNow helps CSPs assure experiences with digital workflows that accelerate issue resolution and improve productivity.

It's time to accelerate digital transformation and unite your growing business ecosystem—all while creating great experiences, boosting productivity, and unlocking new revenue potential.

FIND OUT HOW