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# ServiceNow

## Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

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## Review by a Real User

Verified by IT Central Station



IT Consultant - SNOW at a energy/utilities company with 10,001+ employees

**it\_user339561**

### **WHAT IS MOST VALUABLE?**

Change Incident Service Catalog Configuration Management Project Portfolio Management Knowledge Base

### **HOW HAS IT HELPED MY ORGANIZATION?**

Improved the globalization of processes and around the clock service delivery to our customers Automated repetitive tasks and shifted left simple tasks to the service desk

### **WHAT NEEDS IMPROVEMENT?**

Lots of customizations can lead to breaking the system when moving to another release. This should be managed better by ServiceNow UI can be busy and complicated for non-IT users Difficulty in debugging and testing code output

### **FOR HOW LONG HAVE I USED THE SOLUTION?**

I've used it for five years.

### **WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?**

No issues encountered.

### **WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?**

No issues encountered.

### **WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?**

No issues encountered.



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### **HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

Customer Service: 8/10 Technical Support: 8/10

### **WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?**

We used a different product, and switched because it was easier to set up and customize to the needs of our business compared to its competition.

### **HOW WAS THE INITIAL SETUP?**

A bit of both. It involved more customizations/work than we initially assumed.

### **WHAT ABOUT THE IMPLEMENTATION TEAM?**

Both. Have a dedicated resource(s) from in house that works with the vendor in developing and setting ServiceNow Modules/Applications. It's very important to use an experienced vendor team that has dealt with complexities in implementing a ServiceNow environment. You should also have clear functional requirements/functional specifications from the beginning before any ServiceNow development is done.

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