

## Put the Power of ServiceNow to Work for You

NTT DATA and the Now Platform® for Manufacturing

### Benefits:

- Standardize a single source of the truth, putting digital guides at employees' fingertips
- Work smarter and faster with native, purpose-built AI and analytics that meet people where they want
- Scale quickly and drive productivity across the business with cross-enterprise workflows
- Build low-to-no-code applications so strategists can sandbox and troubleshoot
- Align processes, systems and relationships to better manage resources, reduce redundancy and guarantee compliance
- Enable collaborative monitoring and problem-solving to improve in-depth situational analysis

Innovation is happening faster than ever. You should expect to see radical changes in technology at least every decade, if not sooner. The manufacturing industry is feeling the impact of that right now.

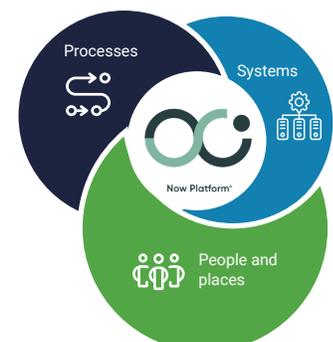
Automation has helped manufacturing organizations respond to the most recent foundational changes in supply chain, personnel, logistics and more. But now that automation is saturating the field, the technology has gone from a differentiator to a barrier to entry – new players can't do business without it.

It also comes with its own set of challenges. Redundancy plagues manufacturers, and aspects of the business can suffer due to the overwhelming amount of information coming in each day. You're expected to be more efficient and remove redundancy while lowering the cost of goods sold (COGS) and recapturing margins in an overinflated world economy that's unlikely to change for years.

### Enter ServiceNow and the Now Platform

Born in the cloud and built from the ground up with a single data model and a single scalable architecture, the Now Platform enables data to flow seamlessly across applications and existing systems. The platform delivers workflow automation at an enterprise scale, allowing you to optimize business processes for productivity, agility and resiliency.

NTT DATA is at the forefront of helping the manufacturing industry keep its competitive edge. As an Elite ServiceNow Partner, we're changing the way you do business and helping you create new value. Get the most out of your data and data sources for enterprise-wide innovation with NTT DATA and the Now Platform.



# NTT DATA and the Now Platform for Manufacturing

## What can you do with NTT DATA and the Now Platform?

### Consistency and scalability

#### Configuration management database (CMDB)

A centralized source that provides full visibility into your IT environment

#### Common services data model

A CMDB-based framework that enables standard and consistent service modeling

#### Knowledge management

Easy access and sharing of information, such as self-help, troubleshooting and task resolution

#### Service catalog

Standardized request fulfillment provides accuracy and availability of service offerings

### Engagement

#### Conversational interfaces

Connect seamlessly to virtual or live agents through any popular messaging app

#### Service portal

Build, customize and deploy mobile-friendly self-service experiences

#### Mobile

Provide consistent experiences and support all user needs with mobile apps and configuration tools

#### Workspaces

Deliver targeted personalized experiences with all the resources teams need to get their work done

#### Playbook experience

Visualize business process workflows in a simple, task-oriented view

### Productivity

#### Service-level management

Gather service requirements and track and manage SLAs

#### Skills management

Associate skills with individual users or groups and assign them to tasks or projects

#### Reports and dashboards

Easily create and configure customized reports and eye-catching dashboards

#### Workforce optimization

Optimize schedules and work assignments and deliver skills development

### Automation

#### Flow designer

Use a single no-code design environment to build, connect and automate cross-enterprise workflows

#### Process automation designer

Build and manage multiple complex workflows with no-code playbooks

#### Advanced work assignment

Automatically assign work items to agents based on availability, capacity and skills

#### Embedded integrations and spokes

Connect any systems, apps and data with custom integrations or prebuilt connectors to popular business apps

### Intelligence

#### Machine learning

Automate routine tasks and resolve issues faster with purpose-built AI capabilities

#### NLP/NLU/NLQ

Enable and configure applications to learn and respond to human-expressed intent

#### Performance analytics

Optimize business services, improve processes and align with organizational goals

#### Process optimization

Use visual process maps and cluster analyses to identify bottlenecks and streamline work

### Security

#### Data encryption

Choose from multiple flexible encryption options to meet individual organizational or compliance needs

#### Regulatory compliance

Follow global and regional standards and regulatory requirements

#### Privacy and access controls

Maintain full control over data with adherence to digital privacy and safety mandates

#### Data certification

Manage scheduled and on-demand validations of platform data

Visit [nttdataservices.com/servicenow](https://nttdataservices.com/servicenow) to learn more.

NTT DATA Services is a recognized leader in IT and business services headquartered in Texas. A global division of NTT DATA — a part of NTT Group — we use consulting and deep industry expertise to help clients accelerate and sustain value throughout their digital journeys.

**NTT DATA**  
Trusted Global Innovator