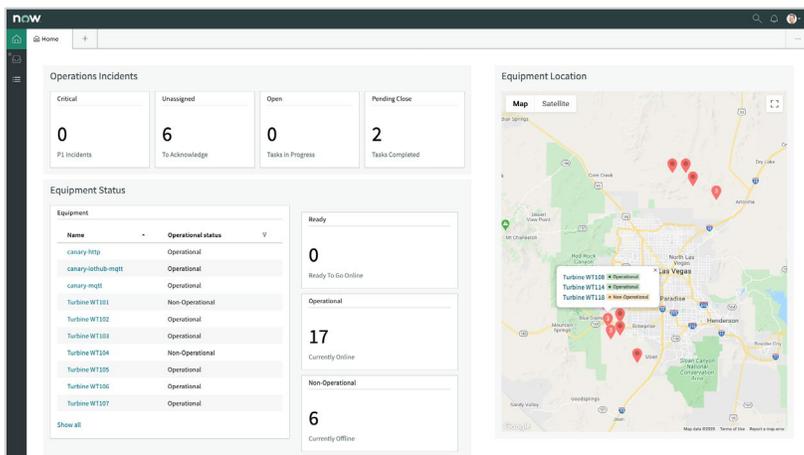# ServiceNow Connected Operations

The IoT challenge

With companies able to connect their critical infrastructure remotely through the Internet of Things (IoT), business processes are fundamentally changing. These changes are revealing new opportunities and business models. Some businesses are shifting from selling physical goods to selling services and outcomes to their clients, transferring the responsibility for maintenance of critical infrastructure back to the business.

With these new business models and opportunities come new challenges. Companies that adopt IoT technology are faced with managing disconnected systems and data silos. With their IoT data stuck in systems separate from the rest of their business, teams are dealing with complicated processes across multiple systems. As a result, businesses cannot realize the full value of their IoT devices, leaving potential insights on the table. They are stuck with less efficient processes and missed opportunities to boost customer satisfaction.

The ServiceNow solution

ServiceNow® Connected Operations helps companies revolutionize their operations and services by connecting IoT data with digital workflows. Users can easily onboard and manage their critical infrastructure via the IoT Bridge to get value from their IoT investments faster. Assets can be monitored remotely in the Connected Operations Workspace, providing near real-time data on the health and history of your critical assets and allowing for full visibility of operations. Users can create IoT Rules, informed by rich business context in the ServiceNow® Configuration Management Database (CMDB), to quickly and easily define potential issues for different scenarios. When a rule triggers an Operations Incident, users can be alerted in near real time about potential issues with their IoT devices.

Once an alert notifies you to a new incident, you can investigate and resolve issues all in one workspace. From there, Connected Operations ties seamlessly into ServiceNow® Customer Service Management and Field Service Management. You can proactively update customers about the incident and create a work order for your field service technicians all from the same workspace.

View the near real-time status of your critical infrastructure in the Connected Operations Workspace.

Connect your IoT data directly to the rest of your business

Bring your IoT data directly into the Now Platform® via the IoT Bridge, connecting it with rich business context in your CMDB.

Get updates on your critical assets when you need them

Monitor health and performance data of critical assets in near real time within ServiceNow.

Create rules with business context to identify issues fast

Linked to business context in the CMDB, create no-code rules that alert you to issues immediately.

Collaborate with customer service and field service in a single platform

When incidents arise, proactively update customers and create work orders for field technicians.

Bring your data directly into the Now Platform via the IoT Bridge

IoT data can be transformative for a modern business, but only if companies are able to use it. Many companies manage their IoT devices through siloed systems, making it difficult or even impossible to receive and act on real-time insights about the health of their devices. With the Connected Operations IoT Bridge, you can bring your IoT data directly into the Now Platform. The IoT Bridge provides connectivity via common IoT protocols, MQTT and HTTP, and can scale to support many devices, making it quick and easy to connect all of your critical infrastructure in one place.

View the health and history of assets in near real time across multiple locations

Connected Operations makes it easy to navigate all your IoT data. With options to view all your devices at once or zoom in on digital twins of each of your assets, you have the information you need on each asset's performance and health connected with business context in the CMDB.

Create rules with business context quickly and easily to define potential issues for different scenarios

The IoT Rule Builder allows users to create rules to ensure you are notified of incidents as soon as they arise. In a simple interface, users can quickly build rules without any need to code. With contextual data from the CMDB, rules can help determine the severity of the issue, which workflows are

impacted, and the necessary next steps to resolve the problem.

## Learn about issues when they arise through Operations Incidents

Rules run in near real-time to detect issues faster. When an issue arises, an Operations Incident is automatically created. Easily review the health and history of the affected device to confirm the incident and define a course of action to resolve it. You have all the information you need at your fingertips, from IoT data to current and past work history, related events, and more.

Collaborate with customer service and field service in a single platform to keep customers informed and fix problems fast

Connected Operations works in tandem with ServiceNow Customer Service Management and Field Service Management, allowing cross-team coordination in one intuitive workspace. Users can proactively alert customer service agents and affected customers of an incident and keep them updated along the way by creating a new case in Customer Service Management. Users can also create work orders in Field Service Management directly from the Connected Operations Workspace. With all your operational workflows in one place, you can save time, better manage critical infrastructure, and drive customer loyalty with a high-quality customer experience.

Create no-code rules to alert you to issues immediately.
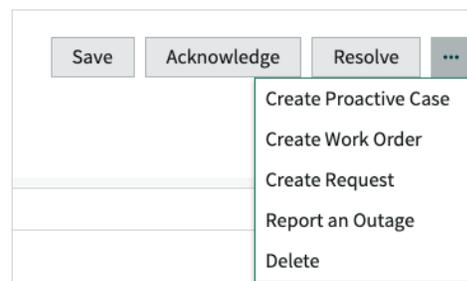
Proactively update customers and create field service work orders from the Connected Operations Workspace.

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