# RES + SERVICENOW
## Improve efficiency and automation of IT services

Many organizations utilize ServiceNow to deliver IT services to the business and are looking for the next step in efficiency and automation. They could be facing challenges around meeting SLAs, closing service desk tickets faster, solving common requests before they are submitted or automating provisioning and de-provisioning. Security is also a continuous concern — everything from access control and improvements around policy-driven access management, to centrally managing secure apps and services across different desktop delivery environments. Integrating with proven technologies like RES ONE can extend the ServiceNow capabilities to solve some of these key challenges that IT face.

### FASTER AND MORE EFFICIENT IT
RES' partnership with ServiceNow helps joint customers capture the greatest value from their investment in the ServiceNow platform, saving time and giving IT the ability to deliver a better user experience to the organization. By quickly and easily selecting the RES ONE prebuilt building blocks for automated IT services that have already been tested and validated, customers can simply schedule and execute common tasks or series of tasks, without the need for additional cost and time of scripting.

### STREAMLINED USER REQUESTS
RES first decreases the amount of submitted tickets and incidents by automating common IT requests (i.e. password reset, AD account changes, printer access requests) eliminating manual administrative tasks. When requests are submitted, two-way communication between RES and ServiceNow allows for faster resolution of tickets and proactive processing of incidents, giving the service desk the ability to solve incidents faster and focus on more strategic projects. Secondly, RES empowers users through self-service requests. Thus further eliminating manual intervention from IT departments, and allows users to solve challenges quickly, without going through the service desk each time. Requests can be made through RES directly or through an integrated app within the ServiceNow interface.

### WORKSPACE MANAGEMENT
Apply the right level of security and compliance controls to protect the business, while improving the technology experience of the workforce. RES gives IT the ability to centrally control and manage each worker's digital workspaces. Context-aware capabilities dynamically ensure they have access to the right mix of apps, data, settings, printers and more, as the devices they use and their working locations change throughout the day. This is foundational for enterprises looking to better manage their core digital workspace offering for the workforce.

### RES READY INTEGRATION
RES provides integration with ServiceNow to help customers optimize the user experience and get the most out of their ServiceNow deployment. ServiceNow certified the RES integration technology after a series of defined tests focused on integration interoperability, security and performance. With the integration in place, IT can extend out-of-the-box automation capabilities to enhance ServiceNow's Orchestration with additional prebuilt automation, offering support for more applications, databases, enterprise mobility management solutions, various identity sources, PCLM, and SaaS services that are common in the enterprise.

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### BUSINESS VALUE CHECKLIST

Use RES solutions in your ServiceNow deployment to automate and simplify:

✓ Service ticket resolution
✓ Context-aware workspace management
✓ Context-aware application security
✓ Application and service deployment
✓ Employee onboarding and offboarding
✓ "Print-where-you-are" services
✓ Self-service for apps and services
✓ Delegation of workspace requests to HR/LOBs

## RES AND SERVICENOW BRING BUSINESS VALUE

**Increase Worker Productivity** — offer attribute-based access through automated provisioning ensuring workers have access to what they need, when they need it based on policies & entitlements. RES customers have reduced employee onboarding process from 10-20 days to hours.

**Enhance Security** — automatically de-provision access based on a worker's context and attributes. This can happen upon termination, as their role changes or context changes (i.e. no longer on a secure network). By enabling policy-driven access internal threats are reduced as workers no longer have access to data and information when they leave an organization.

**Automate on/offboarding** — reduce the time IT staff has to spend onboarding and offboarding new employees with an automated provisioning workflow for ServiceNow customers.

**Improve Service Desk KPIs** — improve SLAs by improving resolution time through the reduction of desktop incidents through self-remediation and automation of common ticket requests.

**Further Extend Automation capabilities** — extend the automation that current ServiceNow and traditional ITSM vendors have/offer with 250+ out-of-box RES automation tasks.

**Investment Protection** — expand your existing investments in other 3rd party solutions through RES ONE Automation packs/connectors (part of RES ONE Identity Director), including Mobile Device Management, IT Service Management, Virtualization & Cloud Provisioning, PC Lifecycle Management, and SaaS applications.

**Faster Time to Value** — optimize your existing infrastructure for better IT efficiency and agility and see immediate value because implementation can be measured in weeks, not years.
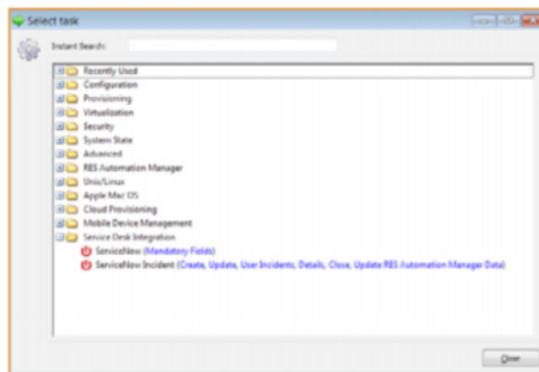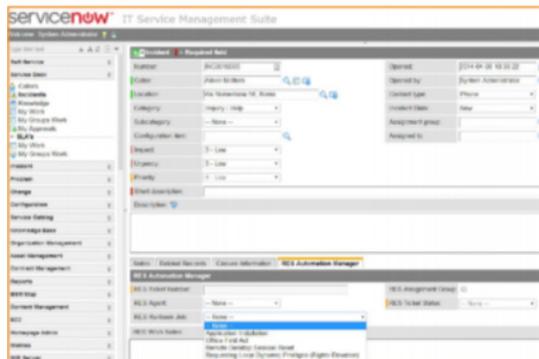
## MAXIMIZE YOUR INVESTMENT

RES offers many solutions that support and maximize the value of ServiceNow products. Get maximized value from the RES ONE Enterprise, or solutions you can leverage independently:

| **RES ONE™ Workspace** | Implement desktop personalization, context aware policy management and workspace security. Enhance VDI, simplify OS migrations, etc and a way to box out the UEM competition is to make automation a game changer with out of the box ServiceNow integration. These best practices have become a requirement for many organization's virtual desktop and hybrid environments. |
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| **RES ONE™ Automation** | Utilize the powerful automation functionality to make it possible for users to open, close and update tickets in the ServiceNow Incident Management system. Administrators can easily view all logged activity from within the ServiceNow ticket. In addition, you can automatically trigger run books and additional services directly from the ServiceNow portal — providing additional capabilities for customers looking to get even more out of their ServiceNow solution. |
| **RES ONE Identity Director** | Extend ServiceNow service delivery and provide your workforce with a single self-service access point and automated fulfilment of first-level remediation for common IT issues alongside physical, virtual, mobile and cloud services available to the business. |

## ABOUT RES

RES creates, automates and secures digital workspaces to improve the experience and productivity of the workforce while lowering IT costs. RES takes a people-centric approach to making technology access secure, even in complex multi-device/multi-location scenarios, across physical, virtual and cloud environments. RES boasts numerous patented technologies, fast time to value, and superior customer support for more than 2,500 companies around the world. For more information, visit www.res.com, contact your preferred RES partner, or follow updates on Twitter @ressoftware.

**RES**