# ServiceNow
Service Catalog & Request

Offer all your defined business and technical services and harness the power of employee self-service and automation through a flexible storefront of service offerings with the ServiceNow Service Catalog & Request Management Application. Using configurable ServiceNow workflow, you can provide a friendly, personalized user experience to capture data, collect approvals, automate requests, and leverage the benefits of operating in one platform to deliver value to the business.

Empower your business and technical users to interact and order the services they need to do their job, provide transparency into the approval process, and allow users to track the progress of their own requests. Through the service catalog, your organization can deliver standardized services, capture data for an array of department services, coordinate transfer pricing between departments, and improve internal controls with full audit capabilities.

Drag-and-drop your way to a powerful, world-class experience and improve communication, transparency, and the perception of IT by the rest of the business. All the workflow orchestration, notifications, request management, interface design and connections to underlying processes are built into the ServiceNow platform.

Centralized User Request Portal

Requesting new catalog items is easy. A centralized Service Catalog allows submitting requests for IT services, project requirements, product enhancements, office supplies or a corporate credit card automatic and standardized. As a system administrator, you will be able to leverage the intuitive user interface to add item specific details with associated forms and workflows that can assist in prompt delivery and ensure compliance conditions are met.
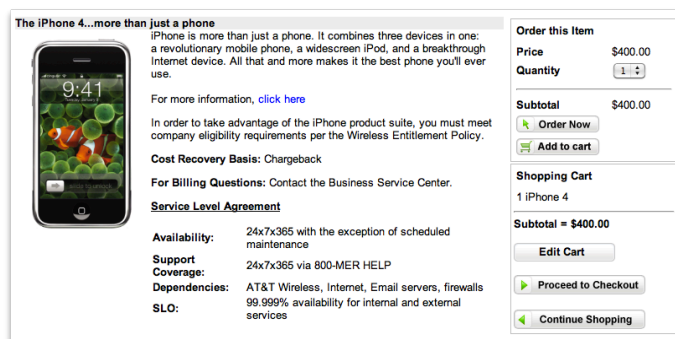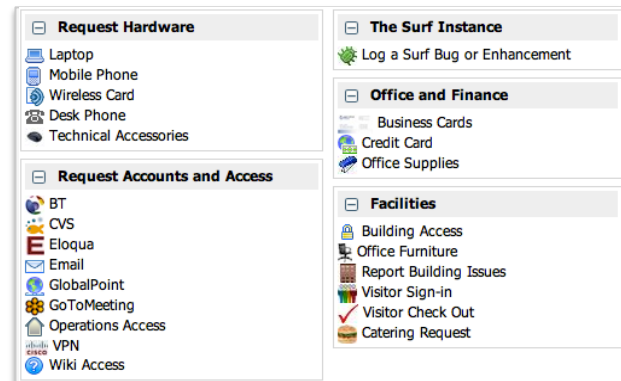
Familiar User Experience

Provide your colleagues with the same experience they get when they are at home. Inspired by the best of B2C and the web, users can have a familiar online experience when shopping for goods and services, tracking requests, searching the knowledge base, or submitting their own support tickets. You will experience increased customer satisfaction, streamlined operations and reduced support costs.

Match Workflow to Your Business

ServiceNow comes with highly configurable drag-and-drop workflow that can be easily designed to match your business and technical processes. Each catalog item can have it's own unique workflow and business rules with built-in automation. Leveraging the ServiceNow notification system and automatic audit trail, your business will be able to maximize efficiencies and track the full service cost lifecycle from request to retirement.
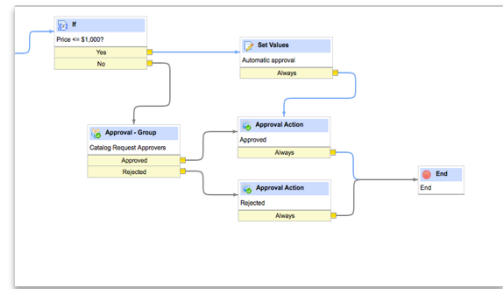

Convenient Approval and Status Checks

The ServiceNow notification system and automatic audit trail helps your business set the pace by minimizing delays and tracking request activity. Requestors and approvers can check status anytime. ServiceNow adds the convenience of handling approvals by email or through any smart mobile device. Standardization and automation of routine tasks provide the opportunity to deliver better service, at lower cost.


Add Style to Your Service Catalog

Mirror your corporate intranet look and feel with the new face of IT. Our incredibly flexible content management system gives you the option of designing an employee self-service portal that matches your corporate website's look and feel. More than just a logo replacement, you can fully configure the site to provide a welcoming and pleasant experience.
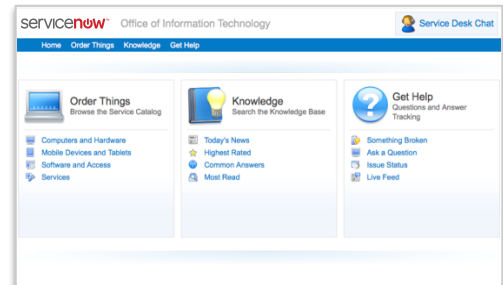
Simple Connectivity to External Services

By adding the power Orchestration, services outside of ServiceNow can be ordered, approved, and provisioned through a service request. This could be as simple as resetting a password or rebooting a server … or as complex as provisioning virtual machines for your cloud infrastructure or executing the process of onboarding a new employee.
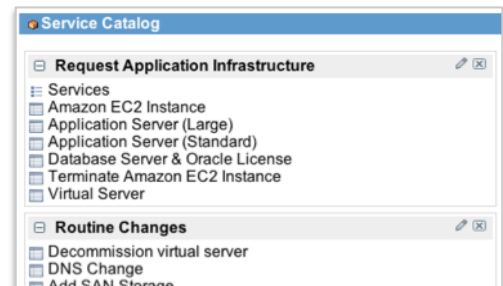
Offer standardized services with a familiar user experience … fulfill requests using a powerful graphical workflow engine … and manage your entire service lifecycle within ServiceNow.

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