aws marketplace

ServiceNow

Reviews, tips, and advice from real users
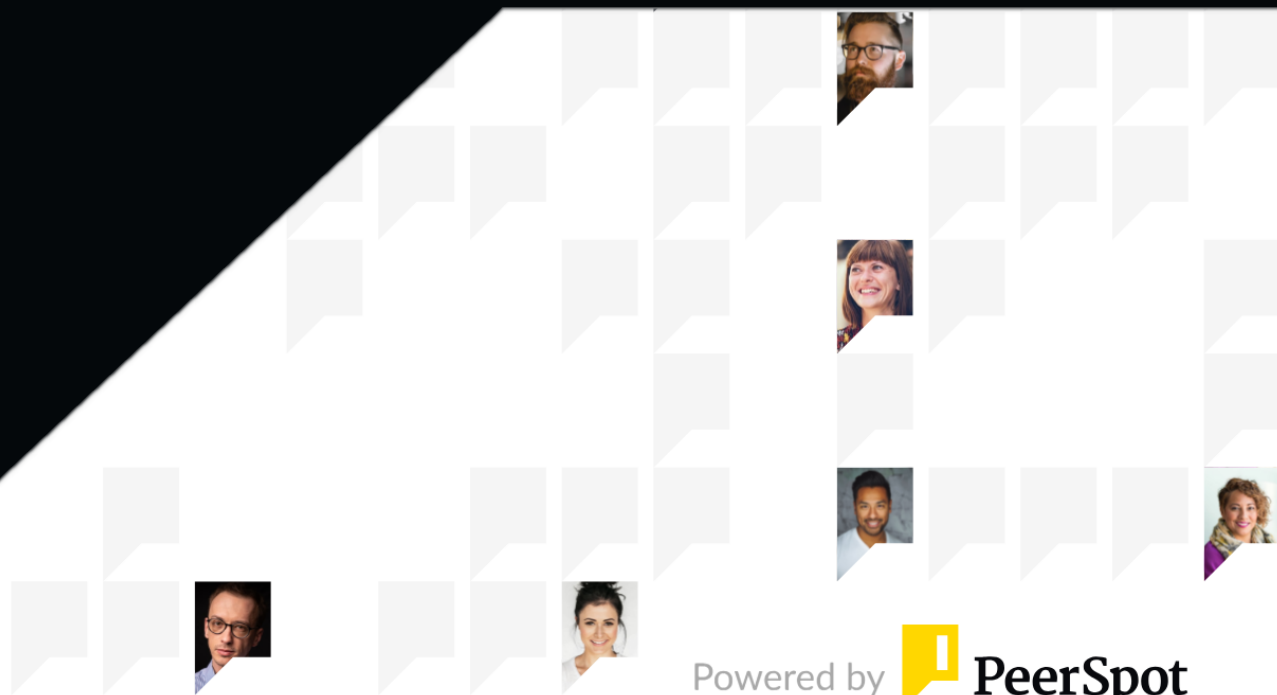
Contents

Product Recap

ServiceNow

ServiceNow Recap

ServiceNow is a cloud-based task-management platform that specializes in IT operations management (ITOM), IT services management (ITSM), and IT business management (ITBM). ServiceNow allows users to manage their teams, projects, and customer interactions using a variety of different plugins and apps with which it easily integrates.

ServiceNow offers prebuilt applications to support any process, as well as a framework and tools that allow you to build your own.

ServiceNow's service management solutions include change, request, incident, problem, and cost management, as well as HR, IT, field service, and facilities management solutions. They also cover business management solutions such as vendor performance management, financial management, performance analytics and project portfolio suite, as well as governance, risk, and compliance.

"The Smarter Way to Workflow"

ServiceNow's activities, processes, and tasks are overseen as part of a comprehensive managed workflow that supports such features as real-time collaboration, communication, and resource sharing. ServiceNow's suite of products allow for operation using serverless computing, and include the categories of Business Apps, Customer Service, HR, IT, and Security.

ServiceNow can be used to support most workflows because of the wide range of tools it offers. These include on-suite ticketing tools, predictive modeling to manage workflows, and benchmarking for the tracking of progress. ServiceNow can assist with artificial intelligence and machine learning processes and can be used to organize the cases of a help/service desk as well as for instance management and problem management. It also smoothly integrates with many legacy systems.

ServiceNow offers service management software for industries including:

Cloud services
Education
Financial services
Government
Healthcare
Manufacturing
Telecommunications

Reviews from Real Users

PeerSpot users prefer ServiceNow to its competitors because of its scalability, stability, and ease of use. It helps everyone in the company to be on the same page by creating a single

source of record across all departments. One user stated that "I've definitely used over 20 project management solutions, but they can't be compared with ServiceNow." Another said that "ServiceNow is an industry leader in multiple areas and provides an excellent ROI."

Valuable Features

Excerpts from real customer reviews on PeerSpot:

✔ "I have seen ROI from ServiceNow, as the client I mentioned earlier is achieving ROI for adopting this cloud-based technology."

Shafqat Paracha
General Manager at sPerception IT

✔ "The impact of ServiceNow's self-service portal on IT staff dependency levels has shown a dramatic improvement."

MichaelTang1
Manager of Security Engineering & Architecture at a outsourcing company with 5,001-10,000 employees

✔ "The features of ServiceNow that I find most valuable include its ability to easily access ticket details if you know the ticket number, monitor the timeline of when the ticket was created, and see the current status, which makes ServiceNow the best tool I have ever used."

Sampath Kumar K
IT infra Admin at synu

✔ "I would rate ServiceNow nine out of ten."

Nikhil Gohil
Solution Engineer - Digital Platform | Mobile at British American Tobacco

✔ "I have definitely seen a positive impact of ServiceNow on our company and customer processes, including time savings and money savings."

Kalyan Kothali
Associate Vice President at Wissen infotech

✔ "The most valuable features of ServiceNow for me are its ticketing and reporting capabilities."

Somnath Kand
Team Lead at a tech vendor with 10,001+ employees

✔ "Overall, I rate ServiceNow 10 out of 10."

Faraz_Abbasi
Security Architect at ◌◌◌◌◌ ◌◌◌◌◌◌◌ Ministry of Culture

What users had to say about valuable features:

"One of the most powerful or useful features of ServiceNow is the AI features announced in the Now in Knowledge '25, specifically AIOps for ITOMS, which implements solutions for the infrastructure teams.

"I have definitely seen a positive impact of ServiceNow on our company and customer processes, including time savings and money savings.."

Kalyan Kothali   Read full review ↗
Associate Vice President at Wissen infotech

"The features of ServiceNow that I find the most useful include the impressive handling of incident reporting requests, which go into the cab with types, priority types, and the SLA that we can set. The mobile client is also really good, allowing everyone to view demands, requests, and incidents through the mobile app, which has a great UI and user experience.

Overall, apart from not using it extensively in terms of API, as an end user, the demands, requests, service catalog, and incident reporting are much better compared to what we were using earlier.."

Nikhil Gohil   Read full review ↗
Solution Engineer - Digital Platform | Mobile at British American Tobacco

"The features of ServiceNow that I find most valuable include its ability to easily access ticket details if you know the ticket number, monitor the timeline of when the ticket was created, and see the current status, which makes ServiceNow the best tool I have ever used.

"The integration capabilities of ServiceNow allow us to enhance our existing environment easily, so I rate it as a nine.

"The return on investment from ServiceNow may be around 8.5, indicating time-saving benefits or fewer people needed to operate with this solution.."

Sampath Kumar K
IT infra Admin at synu

Read full review ↗

"It did help me see some benefits from using it.

"In terms of time, it helped me save time.

"It would be more than 30% in time savings.

"There were less man-hours in terms of automation capabilities. It helped me with faster service delivery times.

"It was faster to develop with ServiceNow.."

Ritesh Dogra
Growth and Partnerships at Multiplier AI

Read full review ↗

"The key points, both pros and cons of ServiceNow in comparison to Jira or ManageEngine technologies, are that it offers an object-oriented architecture, which is more flexible and allows us to customize the workflows quite easily. Additionally, the user interface is very much aligned with the requirements of the customer.

"Feature-wise, the object-oriented architecture of ServiceNow is very much helpful for designing the workflows and similar tasks.

"I have seen ROI from ServiceNow, as the client I mentioned earlier is achieving ROI for adopting this cloud-based technology. They have removed the costs associated with on-prem infrastructure, including data center costs, power costs, and physical server costs.."

Shafqat Paracha   Read full review ⬈
General Manager at sPerception IT

10

"Some of the best features of ServiceNow are that you have a single data set and you don't need to re-enter data. You can reuse the data or grow from it, compact it, expand it as you move through different modules. That's the beauty of ServiceNow, and nothing else beats that.

"The customization capabilities of ServiceNow have benefited my organization for workflow agility, which is very high if we use every module with ServiceNow. There are circumstances where we can't use every module for every operation we have. If we do use it, we use it with the ITSM, using all of it from CMDB with change management to incident management to problem management. We didn't use the project management; we used it for a little bit and then pivoted to something else.."

MichaelTang1   Read full review ↗

Manager of Security Engineering & Architecture at a outsourcing company
with 5,001-10,000 employees

Other Solutions Considered

"We evaluated other options, like ManageEngine, and performed POC for multiple environments. We chose ServiceNow because of the wide range of use cases it offers. It is a one-time investment that takes substantial time and resources.."

Faraz_Abbasi   Read full review [↗]
Security Architect at 🔲🔲🔲🔲 🔲🔲🔲🔲🔲🔲 Ministry of Culture

"ServiceNow is interactive, user-friendly, and easier to set up than Helix. It adds a lot of modules integrated within the tool, and you don't need to have different components installed separately, like Helix.."

Nusrat H Shaik   Read full review [↗]
Solutions Architect at Quintica

"It's a great tool that I've recommended to startups here in Malaysia. It may be expensive for small companies, but for big companies, I think it's good. If there's a lighter version of ServiceNow that could be more affordable for smaller companies, that would be beneficial.."

Nikhil Gohil   Read full review [↗]
Solution Engineer - Digital Platform | Mobile at British American Tobacco

"ServiceNow offers a very comprehensive tool that covers end-to-end IT services and IT operations management. This is where enterprise customers seek an end-to-end solution. ServiceNow is being adopted by numerous customers. I have experience with BMC Solutions.

BMC also provides an IT service management platform called BMC Remedy. Remedy is less comprehensive and user-friendly compared to ServiceNow. I've encountered support and configuration issues with BMC Remedy.."

Verified user   Read full review ↗
Global Channel Alliances Lead at a tech vendor with 10,001+ employees

"Before ServiceNow, I was using HP ALM, GitHub, and ADO. Reporting in ServiceNow is easier compared to these other tools. However, HP ALM and ADO have capabilities to create bug tickets, something ServiceNow lacks.."

Somnath Kand   Read full review ↗
Team Lead at a tech vendor with 10,001+ employees

"I am using some of the no-code, low-code platforms which are more GenAI, such as L-Leverage and others when comparing ServiceNow to something else that I'm working with.

"I can't remember any noticeable difference in features or performance when comparing those tools to ServiceNow.

"ServiceNow was really good back then, but now there are many other tools which are working better if it was my choice.."

Ritesh Dogra
Growth and Partnerships at Multiplier AI

Read full review ↗

ROI

Real user quotes about their ROI:

"I have seen ROI from ServiceNow, as the client is achieving ROI for adopting this cloud-based technology. They have removed the costs associated with on-prem infrastructure, including data center costs, power costs, and physical server costs.."

Shafqat Paracha
General Manager at sPerception IT

Read full review ↗

"We haven't seen a return on investment so far. However, there's potential for improved ROI as we develop, enhance, or onboard additional departments, which may lead to better outcomes.."

ImedInoubli
IT Support Manager at MAF Retail

Read full review ↗

"I don't have the numbers on the ROI from ServiceNow, but we have experienced ROIs from some of our customers ranging between six months and one year, depending on the models they have.."

JoseQuintero1

Read full review ↗

Senior Services Manager at a tech services company with self employed

"Return on investment is good because once the overall comprehensive solution is deployed, it offers a lot of ROI to the end customers. If a customer opts for a point solution to manage their ITSM and adopts different technologies to integrate, it is going to cost them, and then it will add up to their complexity.."

Verified user

Read full review ↗

Global Channel Alliances Lead at a tech vendor with 10,001+ employees

"We have experienced improvements in time-saving since implementing ServiceNow. The change module has allowed for identifying and onboarding services with low business criticality, streamlining the approval process for changes and deployments. It makes the deployment process simple, fast, and easy.."

Verified user

Read full review ↗

Devops Engineer at a manufacturing company with 10,001+ employees

"I'm comparing the save in man hours, but determining how much it can save is a difficult exercise.

"Manually, there are huge numbers that come up because these integrated tools help organizations make the right decisions with all the information in one place, while manual methods lack visibility.."

Kalyan Kothali   Read full review ↗
Associate Vice President at Wissen infotech

Use Case

"The environment previously was for 60,000 users, 30 active users, about 2,000 servers, and it supported a $6 billion business. Today, in this job, I am working for a $15 billion business with 6,000 users, about 1,000 servers.."

MichaelTang1   Read full review ↗

Manager of Security Engineering & Architecture at a outsourcing company
with 5,001-10,000 employees

"The use case for ServiceNow was that one of our clients was using some other tools for the ticketing system, which was an on-premise tool that presented a lot of hassle with respect to infrastructure challenges. They contacted us, and we evaluated different cloud-based solutions such as Jira, ManageEngine, and ServiceNow. After the demos and evaluations, they adopted ServiceNow, and we migrated all their workflows from the legacy system to ServiceNow.."

Shafqat Paracha   Read full review ↗
General Manager at sPerception IT

"I use ServiceNow for everything from ticket management to demand and more in my daily work.

As I manage the automation COE team, I've found that getting incident reports and handling demands from different markets is quite useful with ServiceNow. The dashboard helps us track data effectively and see the outcomes, making it very valuable. Although I'm not a heavy user of ServiceNow, I find the delivery for the COE team to be really good compared to previous tools I've experienced.."

Nikhil Gohil   Read full review ↗
Solution Engineer - Digital Platform | Mobile at British American Tobacco

"I am currently working in a previous organization as a second line support engineer, and while I am working there, I update my regular activities and support details in ServiceNow, so you can ask me regarding that without any problems.

"My relationship with ServiceNow is as a user who creates requests regarding issues such as machines not properly connected to the internet or printers not working, and I have access based on the support profile.

"I use ServiceNow to investigate issues, update my findings, and fix the issue directly, or if any on-site intervention is required, I forward it to my next level or escalation. For day-to-day activities, such as rebooting servers, we want to get a change request approved before proceeding after business hours or on holidays, and we keep the ServiceNow ticket in my queue, updating our findings with screenshots and details before closing the tickets.."

Sampath Kumar K   Read full review ↗
IT infra Admin at synu

"One of the main use cases for ServiceNow is implementing the complete ITSM module from scratch, which includes Incident Management and Change Management, ensuring that the CMDB is right, coming from Device42 or self-service discovery, and also includes the employee center, which is the end-user interface for ServiceNow.

"Device42 is something that we integrated with ServiceNow, and the ServiceNow Discovery is something that we're currently doing.."

Kalyan Kothali
Associate Vice President at Wissen infotech

Read full review ↗

"I worked for four to six months with ServiceNow, and then I left it and am generally using more GenAI open-source platforms now.

"It was just for one or a few projects that I implemented ServiceNow.

"I mainly used it for the development of some no-code platform, but it was very limited usage, after which I moved on.

"I didn't do any sort of incident management.

"I used it for some sort of analytics to help overcome challenges and check what was wrong if something was wrong.."

Ritesh Dogra   Read full review [↗]
Growth and Partnerships at Multiplier AI

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

"The initial setup of ServiceNow was straightforward; I did not face any challenges or complexities during the implementation process because it is instance-based, so everyone can sign up with the instance online and get it ready.."

Shafqat Paracha   Read full review ↗

General Manager at sPerception IT

"The initial setup depends on the complexity of the project. It can take two to three months or even up to two years, based on the project's requirements. I would rate it seven point five out of ten for ease of setup.."

Abhinay Sharma   Read full review ↗

ServiceNow Developer at Bangmetric services pvt ltd

"Setting up ServiceNow involves unique system requirements, and compared to other ITSM solutions, it's more challenging to implement effectively. The standard deployment takes at least two weeks if everything goes smoothly.."

Faraz_Abbasi

Security Architect at 𐊀𐊀𐊀𐊀𐊀 𐊀𐊀𐊀𐊀𐊀𐊀𐊀 Ministry of Culture

"I rate the product's deployment a six out of ten. Its deployment depends on factors such as the customer's existing backend setup and the organization of their data. For a fresh implementation, it can be fast and straightforward. However, if data migration and the creation of custom workflows and integrations are involved, it can take longer.."

Arvind Mehrotra

managing partner at AmPmilify Associates LLP

"During the initial setup, I faced significant challenges with our partner developers as they struggled to grasp our requirements and insisted on their preferred approach rather than following our needs. Despite encountering difficulties during the development phase, we ultimately achieved our desired outcome. However, I believe that collaborating with different partners may have yielded better results.."

ImedInoubli   Read full review ↗
IT Support Manager at MAF Retail

"There is a large pool of trained workforce available for ServiceNow. Considering their market share, which exceeds 60%, there are ample skilled resources in the market. ServiceNow technology has been established. I haven't encountered challenges with ServiceNow projects in terms of implementation or configuration wherever I've worked. However, the deployment can vary depending on the company and partner, and how they've structured their practice teams and training resources.

If it's a Greenfield project, then a new deployment is necessary. For enterprise customers, integration becomes the key focus. ServiceNow offers a substantial integration portfolio to address these needs.."

Verified user   Read full review ↗
Global Channel Alliances Lead at a tech vendor with 10,001+ employees

Customer Service and Support

"Direct support from ServiceNow is not very good. Most of the support comes from partners, and customers heavily rely on them. I would rate it 6 out of 10.."

Faraz_Abbasi   Read full review [↗]
Security Architect at 🔲🔲🔲🔲 🔲🔲🔲🔲🔲🔲 Ministry of Culture

"The technical support provided is satisfactory, but there is room for improvement, particularly in the consulting aspect. I would rate it eight out of ten.."

Mayur Patil   Read full review [↗]
Assistant Manager at Wipro Limited

"The tool needs to improve its documentation and the providers need to stay updated with all the offerings. The certification process of service providers should be reviewed as not all of them are up to date with ServiceNow offerings.."

Arvind Mehrotra   Read full review [↗]
managing partner at AmPmilify Associates LLP

"Our delivery team used to interact with ServiceNow, and they used to receive support from them. They are responsive. Most of the time, issues are resolved. They ensure a smooth delivery process and quick response. In certain complicated situations, such as new integrations where ServiceNow is not supported, there is a lot of email exchanges.."

Verified user
Global Channel Alliances Lead at a tech vendor with 10,001+ employees

Read full review [↗]

"My experience with technical support of ServiceNow is that they are good, but they could be better.

"Time to respond from support could definitely be better, as the global support timing sometimes causes delays in interactions.."

Kalyan Kothali
Associate Vice President at Wissen infotech

Read full review [↗]

"I would rate the technical support of ServiceNow a six on a scale of 1 to 10, where 10 is the best.

"It is not difficult to maintain ServiceNow; it simply requires sending a request. However, obtaining support for maintenance is the current challenge because they don't have a presence in the local market.."

Shafqat Paracha
General Manager at sPerception IT

Read full review ↗

Other Advice

"If someone decides to implement ServiceNow, they are taking on a significant responsibility. The success or failure relies on the time and effort planned. For a mature implementation, it may take two to three years, and investing in quality resources and understanding business requirements in advance is crucial. Overall, I rate ServiceNow 10 out of 10.."

Faraz_Abbasi   Read full review ↗
Security Architect at 𝕝𝕝𝕝𝕝𝕝 𝕝𝕝𝕝𝕝𝕝𝕝𝕝 Ministry of Culture

"I already gave feedback about ServiceNow some time back.

"It was more Orchestration, but it was two or three years back.

"On a scale from one to ten, I rate ServiceNow a six out of ten.."

Ritesh Dogra   Read full review ↗
Growth and Partnerships at Multiplier AI

"The clients that I work with for ServiceNow are typically enterprise level businesses, which includes engineering companies and manufacturing companies.

"I would rate the support of ServiceNow an eight on a scale from 1 to 10.

"I would rate ServiceNow a 9 on a scale from 1 to 10.."

Kalyan Kothali
Associate Vice President at Wissen infotech

Read full review ↗

"Within my company, I haven't seen AI functionality being used, but there's knowledge sharing happening and it's in process for assessment. We will get those AI capabilities into ServiceNow in the near future, but currently, it's not enabled.

I'm just using ServiceNow as an end user, and I have not utilized API for integration or anything.

The performance and customization areas are quite good; I have no issues there.

I would rate ServiceNow nine out of ten.."

Nikhil Gohil
Solution Engineer - Digital Platform | Mobile at British American Tobacco

Read full review ↗

"All the modules of ServiceNow are equally important, but initially, I can say that the change management and asset management modules are the ones that I recommend to our clients.

"I have utilized automation capabilities in ServiceNow by introducing workflows.

The main goal of designing automation workflows was to achieve automation.

"It has been successful as my clients have completely gotten rid of that legacy system and are now using the ServiceNow solution.

"I have not had any AI features or AI-driven initiatives with ServiceNow.

"Regarding the integration capabilities of ServiceNow, I don't know as we did not use any kind of integration.

"In terms of the size of the environment, there are more than a hundred workflows.

"From the end users' perspective, there are around 75 users.

"Overall, I would rate ServiceNow as a nine as a solution and product.."

Shafqat Paracha
General Manager at sPerception IT

Read full review ↗

"I still have experience with these products and I am currently using ServiceNow solutions in my work.

"I don't have any recent experience with ServiceNow Automation Engine or Cloud Observability as I'm not in charge of that. My role today is that I am a prime user for the product, but I'm not in the engineering or support for ServiceNow.

"I support the security side of ServiceNow. I deal with Security Operations as I support the security operation. The SOC team has their own leader that drives this, and I'm on the engineering side.

"We integrate the ServiceNow Security Operations solution with the SIR. SIR is Security Incident Response inside ServiceNow, and it's a module within ServiceNow.

"I don't know if ServiceNow is using a cloud provider AWS or Azure, but whatever

ServiceNow is subscribed to is up to them. We don't know what the back end is. ServiceNow guarantees that themselves, so I'm assuming it's [AWS](#) typically.

"I do use the incident management capabilities. They have improved IT incident handling because it's always been the best, second to none when it comes to their [ITSM](#) module.

"The impact of ServiceNow's self-service portal on IT staff dependency levels has shown a dramatic improvement. Previously, they used a self-made dynamic system, which had no maturity. After adopting ServiceNow, we don't need to rely on another team to create reports. I always think that ServiceNow reporting is more advanced than anything, because the dashboarding is easy to use. To some people, it is not. I felt that if you need anything to manage your team, the ServiceNow dashboard is wonderful, but it does come with a high learning curve.

"ServiceNow's AI-driven analytics helps with anticipating challenges by moving information faster. However, there's no clear-cut process, because deploying that technology was so hard, it made it a little bit difficult to deliver. The technology is great, but it requires a lot of knowledge and abilities to work with different parties to get the product to take off. ServiceNow claims to help a lot, but once you sell the product, it's as if you're on your own.

"I am familiar with different types of IT asset management products. I don't remember what other products I used that I could compare it to.
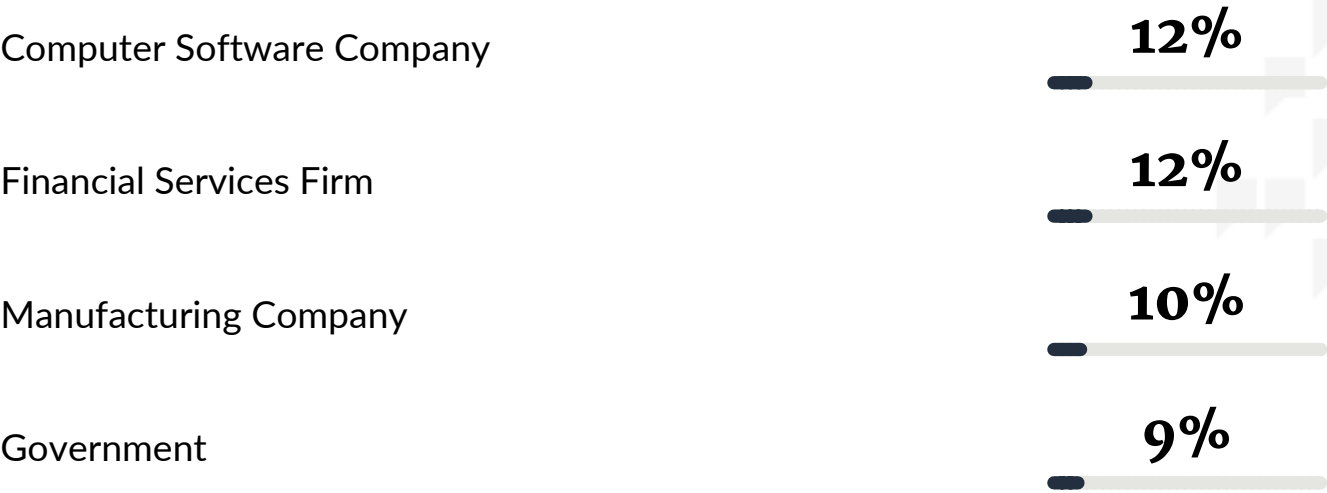
"On a scale of 1-10, I rate ServiceNow a 10.."

MichaelTang1
Manager of Security Engineering & Architecture at a outsourcing company
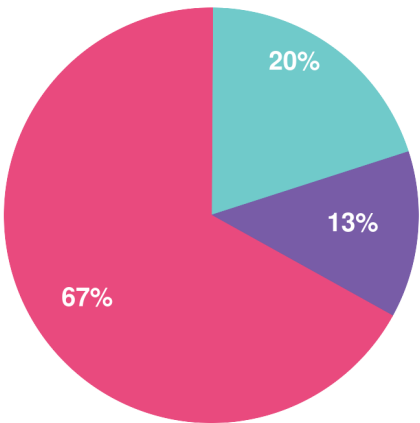with 5,001-10,000 employees

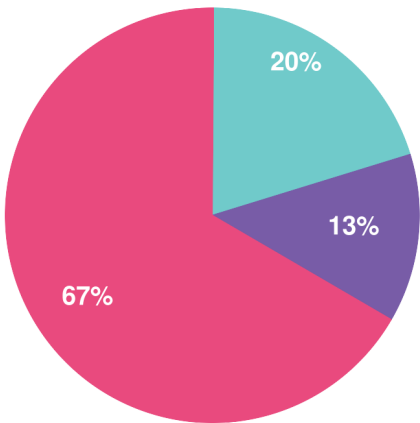Read full review ↗

Top Industries
by visitors reading reviews

Computer Software Company

12%

Financial Services Firm

12%

Manufacturing Company

10%

Government

9%

Company Size

by reviewers

20%

13%

67%

by visitors reading reviews

20%

13%

67%

● Large Enterprise ● Midsize Enterprise ● Small Business

About this buyer's guide

Thanks for downloading this PeerSpot report.

The summaries, overviews and recaps in this report are all based on real user feedback and reviews collected by PeerSpot's team. Every reviewer on PeerSpot has been authenticated with our triple authentication process. This is done to ensure that every review provided is an unbiased review from a real user.

Get a custom version of this report... Personalized for you!

Please note that this is a generic report based on reviews and opinions from the collective PeerSpot community. We offer a customized report of solutions recommended for you based on:

- Your industry
- Company size
- Which solutions you're already considering

The customized report will include recommendations for you based on what other people like you are using and researching.

Answer a few questions in our short wizard to get your customized report.

Get your personalized report here

About PeerSpot

PeerSpot is the leading review site for software running on AWS and other platforms. We created PeerSpot to provide a trusted platform to share information about software, applications, and services. Since 2012, over 22 million people have used PeerSpot to choose the right software for their business.

PeerSpot helps tech professionals by providing:

- A list of products recommended by real users
- In-depth reviews, including pros and cons
- Specific information to help you choose the best vendor for your needs

Use PeerSpot to:

- Read and post reviews of products
- Access over 30,000 buyer's guides and comparison reports
- Request or share information about functionality, quality, and pricing

Join PeerSpot to connect with peers to help you:

- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendor

Visit PeerSpot: www.peerspot.com

PeerSpot

244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944