



# **Harness the full power of the Now Platform**

Supporting you from implementation  
to expansion.

The ServiceNow logo, consisting of the words "servicenow" in a lowercase, sans-serif font. The "i" is dark gray, "servicenow" is in a darker gray, and the "o" has a green outline.

## Digitization: A help or a hindrance?

The state of today's economy has made cost reduction a top priority.

That doesn't mean that digital journeys must come to an end. Done right, digitization and automation are powerful money-saving tools —driving efficiency and growth by connecting and modernizing IT infrastructures.

But done wrong, it can create more costs than savings. Siloed point solutions and misused digital platforms can lead to more complications, inefficiency, and security risks, as well as more IT investments being made outside of the IT budget.

## This year's major business challenges

-  Cost reduction joins security and digitization as the biggest priorities for most businesses.
-  In Sweden, IT spend outside of IT budgets has grown 5.3%, compared to just 1.3% growth in IT's own budgets.
-  There's a clear need to save costs and drive growth by optimizing platform value.

“

There is a strong correlation between investments in platforms and profitability growth.”

– Radar Group

## Invest in IT or focus on savings? Say YES to both!

ServiceNow's intelligent, platform for digital business connects, automates, and enhances your existing digital operations, unlocking a wide range of benefits:

### For your teams

- ▶ Increased productivity and engagement with simplified dash-boards, self-servicing, and task automation
- ▶ More collaboration and connections between departments and across businesses with shared channels

### For your business

- ▶ Accelerated digital transformation and business outcomes
- ▶ Significant cost savings with streamlined and efficient workflows
- ▶ Rapid innovation and more growth opportunities with low-code app development
- ▶ Smarter business decisions with end-to-end, real-time data visibility

### For your security

- ▶ Full visibility over risks and threats in real time
- ▶ Proactive risk management with automated detection and flagging of security vulnerabilities

## Introducing Axians

Staying competitive today means using an intelligent platform to orchestrate your digital transformation journey. But with digitization being such a large project, it can be hard to make sure everything goes right.

So, how do you keep your digital transformation on track? Enter Axians, leaders in digital transformation.



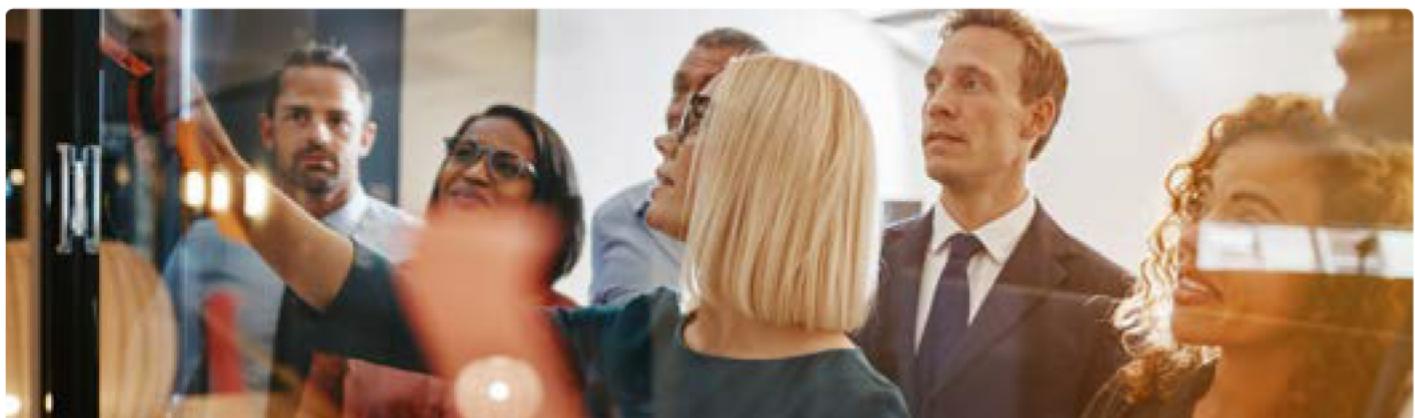
**Our expertise** in unravelling tech complexity, combined with our own experience of simplifying work on the Now Platform, perfectly equips us to support your ServiceNow journey.



**Our teams** understand your pain points and provide advice in easy-to-understand language—both in the tech world and in the real world, with Swedish-speaking consultants, architects, and developers.



**Axians** can give you the tools and support to get the full value of the Now Platform, whether you're implementing it across your organization or aligning its unique capabilities with your business goals.



## How does Axians work?

Axians helps you harness the Now Platform to empower employees, exceed customer expectations, boost business resilience, and accelerate organizational outcomes.

We do this by deploying talented teams to provide personalized, innovative digital solutions across a range of industries and business solutions.

Whatever industry you're in — whether it's healthcare, banking, or insurance —our Now Platform experts can make it happen.

### Service Operations

Common Service Data Model, Configuration Management Database, Auto Discovery, Service Mapping, Asset Management, Billing, Field Services.

### Customer & IT Service Management

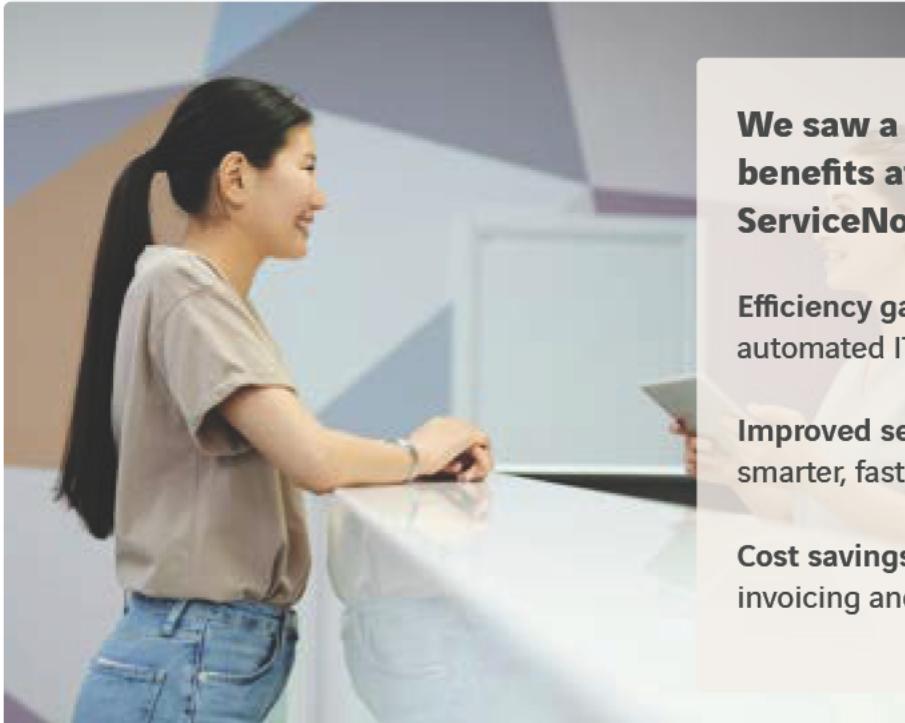
Customer Portals, Virtual Agents, Service Desk Workbench, Request/Change/Incident Management.

### Human Resources

Self-service, Knowledge Hubs, Pre-/On-/Off-boarding, Streamlining life events like parental leave, promotions, or change of employment.

### Digital Security

Firewalls, Endpoint Protection, Risk Assessments, Penetration Tests, Cloud Security.



**We saw a range of benefits after switching to ServiceNow, including:**

**Efficiency gains from stream-lined, automated IT processes**

**Improved service quality with smarter, faster management tools**

**Cost savings and reduced time on invoicing and innovation**

## **Axians: A customer-zero company**

### **Using our own expertise to seamlessly switch to ServiceNow**

**Our strong understanding of what customers want from the Now Platform is rooted in our own success of implementing the platform.**

The issues with our previous platform, from poor integration capabilities to inadequate analytics, meant that we needed to switch to a more modern alternative.

Our team of platform experts led the transition to ServiceNow, ensuring we have the right foundation to provide better services to both our employees and our customers.

The Now Platform offers the scalability we need, plus seamless integration with other IT tools, a friendly user interface, and advanced analytics.



### Outcomes achieved from the project include:

**Coherent ITSM processes, fully integrated with a new CMDB**

**Increased quality and control over the IT environment**

**More efficient approach to IT operations management**

## **Sowing the seeds of IT success**

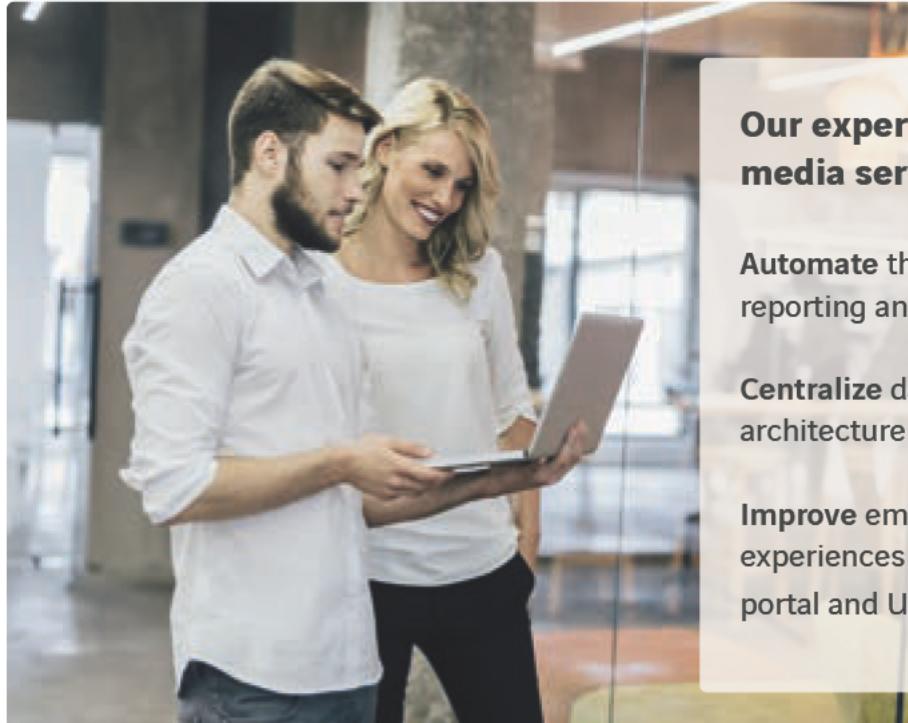
### **Helping one of Sweden's largest forest owners implement the Now Platform**

This mid-sized timber procurement and forest management company needed a simpler way to govern its data.

It turned to Axians to document and gain control of its assets by implementing a Configuration Management Database (CMDB) from ServiceNow.

The company also needed more efficient IT Service Management, which would improve employee experiences and help them harness the new CMDB across the company.

Axians successfully supported the company to seamlessly implement the Now Platform, and our teams are currently supporting the company alongside ServiceNow to embed the platform into wider business areas.



**Our expertise enabled this media services giant to:**

**Automate** the handling of fault reporting and servicing

**Centralize** data to strengthen IT architecture strategy

**Improve** employee and customer experiences with an employee portal and UX tools

## **Making automation go viral**

### **Empowering a global leader in media services to digitize with full efficiency**

This international media group's digital services help millions of customers create content, market it, and scale their operations.

To make customers' everyday lives a bit easier, this company first needed to simplify its own operations using the Now Platform.

Axians' architectural services helped the group get the most value possible from the platform's automation capabilities. As a result, manual work between Q3 2022 and Q3 2023 has decreased by 52%.

We currently have members of our team embedded within the company to help it make the most of the platform.

**Do you want to know more?**

Contact us, and we will get back to  
you: [info.axiansse@axians.com](mailto:info.axiansse@axians.com)



## servicenow