


ROI Summary for ServiceNow Cloud Based Service Management

 5 Year
ROI
449%

 5 Year Total
Business Benefit
\$36.8M

 Payback
Period
**7.4
MONTHS**

Key Performance Improvements Realized from Customers Who Deployed ServiceNow

Reduction in Average
Days to Onboard a
New Employee

 **62%**

Reduction in Total
Productive Hours
Lost Per Year During
Onboarding

 **62%**

Reduction in Productive
Employee Time Lost due
to Hardware Downtime
and Degradation

 **92.9%**

Average Annual Benefits (\$ per Customer)

IT Staff
Productivity Gains
\$5,633,146

Risk Mitigation -
End-user Productivity
\$2,765,962

Business Productivity
Benefits
\$1,880,438

IT Infrastructure
Cost Reductions
\$482,426

