

Washington DC Manufacturing

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Company Headquarters 2225 Lawson Lane Santa Clara, CA 95054 United States (408) 501-8550



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Manufacturing

Use ServiceNow® for Manufacturing to help your organization streamline operations, boost productivity, and maximize your uptime on the production floor through digital workflows.

ServiceNow Manufacturing provides a single, end-to-end connectivity unified management platform. This suite of products enhances both the customer and supplier relationship via information sharing and access to crucial data in real-time.

Benefits in Core Operations and empowering Factory Workers



Operational Technology

Contextualize and safeguard your Operational Technology systems, connect to digital workflows, and respond quickly to threats.



Core Operations

Streamline and digitize standard operating procedures (SOPs) and enable shared knowledge and collaboration across the enterprise.



Factory Workers

Empower the workforce with digital tools and knowledge to adapt, collaborate, and excel in fast-changing conditions.

Manufacturing using Operational Technology

Manufacturing using Operational Technology (OT) extends the platform across to OT to help manufacturers understand system relationships and dependencies, reduce risks, avoid downtime, and more.

Manufacturing using Operational Technology focuses on the following pillars:

- Visibility: The Operational Technology Manager and Industrial Process Manager applications enable you to minimize blind spots with a unified view across IT and OT, and proactively understand relationships and dependencies between systems.
- Security and governance: The Operational Technology Vulnerability Response application enables reduction of risk, and streamlining compliance efforts with pre-built, proactive, and reactive security workflows to keep cyber incidents from occurring on those plant floor assets.
- Incident management: The Operational Technology Incident Management application enables you to avoid downtime and improve response and recovery with workflows and change management processes designed for OT systems.
- The Operational Technology Change Management application enables you to implement changes to OT assets and production processes.

Maximize uptime and build operational resilience with ServiceNow Operational **Technology Management**

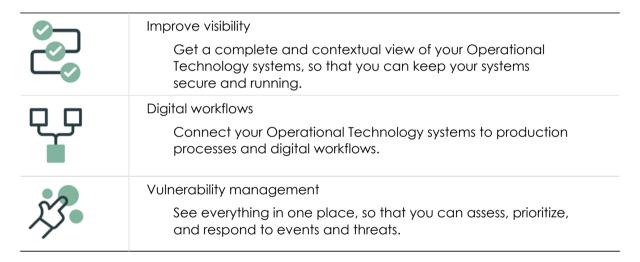
Before industry Operational Technology, manufacturers depended on manual processes and legacy knowledge to maintain their Operational Technology environments. As a result, these manufacturers found it challenging to get a complete view of their environments and to efficiently secure, monitor, and manage it all. With ServiceNow Operational Technology Management, your organization can get a complete and contextual view of your Operational Technology systems so that they can be kept secure, running, and connected

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to production processes and digital workflows. Operational Technology Management enables your organization to assess, prioritize, and respond to events and threats.

Equipment model dependency view NOW All Favorites History Workspaces Admin Equipment model Create new entity Equipment model view for East London -E. View hierarchy View process Save Delete **Assembly Line** Assembly Line Details Upstream Process (2) Downstream Process (1) Child Entities OT Assets (4) Vulnerable Items (13) Remediation Tasks (2) Cutting Line ○ ③ 7 Add Remove Finishing Line OT Assets 4 Packaging Area Packaging Line 1 Name OT asset type ▼ Model number Description Purdue level Manufacturer Packaging Line 2 Leica Edison Panel ICT PCBA Palletizer Industrial Sensor ROCKWELL AUTOMATION Storage Area Room A IIS-NY-6416 26.121.184.44 FISHER CONTROLS F-1112 Historian Room B Computer1 (empty) DELL Inspiron 15 plant laptop Shipping

By using a digital map, your organization can agin greater visibility of the manufacturing operations processes, systems, and relationships. With this map, you can manage and assess potential production impacts easier and faster.



View and download the full infocard <a>I for a highlight of Manufacturing features.

Enterprise Asset Management

Enterprise Asset Management is a business application that manages the entire life cycle of your enterprise connected and non connected assets. The Enterprise Asset Management application provides a comprehensive and end to end solution for maintaining your assets, minimizing costly downtime, and maximizing the asset usable life.

For more information about Enterprise Asset Management, see Enterprise Asset Management 2.

Unlock efficiency and resiliency across your factory floor with ServiceNow **Manufacturing Connected Workforce**

As a manufacturer, you must scale your hiring process so that you can hire the best candidates in the most efficient way and provide your existing workers with the skills that they need to do their jobs effectively. As your employees retire or quit, you must improve the consistency and efficiency of your processes or risk increasing the potential for human error and safety concerns. With the ServiceNow Manufacturing Connected Workforce

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application, you can give your employees a more intuitive way to get their work done. For example, your employees can start each day with the tools, information, and insights that they need and can find all in one place. You can accelerate the modernization of your operations and lay the proper groundwork for the future with the ServiceNow Manufacturing Connected Workforce application. Through low-code and no-code applications, your organization can build the applications that fit your unique needs and improve your manufacturing processes, such as incident management and asset inventory.

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Establishing a solid foundation to digitize operations

Create a map of production processes, systems, and dependencies across facilities to visualize the entire manufacturing ecosystem in one place.



Retaining critical knowledge

Capture your employees' knowledge and standardize work processes in a digital knowledge center so that one person's departure doesn't lead to production problems.

Equip your workforce

Build low-code and no-code applications so that your employees can do collaborative monitoring, extended troubleshooting, problem-solving, and in-depth situational analysis.

Read the solution brief **7** for details.

Get started

- Work with an implementation specialist to streamline your manufacturing setup process. To learn more, see the Customer Success Center 2.
- Join ServiceNow Manufacturing Special Interest Group to share knowledge, collaborate. and network with peers around the globe who are addressing the same industry challenges and opportunities.
- Watch features demonstrated via DemoNow 2.
- For information on how to request and set up Operational Technology, see
 - Configuring the Operational Technology Manager
 - Configuring the Industrial Process Manager
 - Configuring Operational Technology Vulnerability Response
 - Configuring Operational Technology Incident Management
 - Configuring Operational Technology Change Management

Products

- Operational Technology Manager
- Industrial Process Manager
- Operational Technology Vulnerability Response
- Operational Technology Incident Management
- Operational Technology Change Management