



5 ways ServiceNow can deliver immediate value for immigration reform

Immigration reform continues to be a top priority. It's a complex issue that requires a strategic approach. The Now Platform® from ServiceNow is an intelligent and intuitive cloud platform that offers modern, digital workflows to empower agencies to successfully manage and reduce the operational impact of immigration reform while adopting humanity-focused policies. Here are the top five ways the innovative platform can help:

#1 Optimize operations on a secure and resilient foundation.

Reduce disruption across the Department of Homeland Security (DHS) and other agencies involved in immigration and national security. Gain a stronger, modern infrastructure by bringing together operations on a single, secure platform. The Now Platform offers interoperability to integrate technologies and systems across DHA to eliminate silos and enable a single ecosystem that leverages data, analytics, and best practices.

#2 Ensure operations align with current legislation.

Redesign and upgrade immigration, humanity, and border control operations on a single platform to ensure missions and objectives align with the latest legislation. Ensure visibility into operations while successfully adapting to new policies and also having the ability to quickly scale to meet emerging priorities and future growth.

#3 Reduce response time from days to hours or minutes.

Connect and automate processes to improve responsiveness and reduce workloads. Replace time-consuming manual processes with modern digital workflows that drive automation, frictionless information sharing, and compliance. The Now Platform delivers outcomes that include resolving incidents in critical systems in less than five minutes.

#4 Cut citizen request processing time by 50%.

ServiceNow can enhance the experience of DHS employees and those impacted by immigration policies by delivering a single, secure system of record and action. This allows seamless inter-agency communication and hand-offs, which equip employees to quickly respond to changing policy requirements and improve overall missions. DHS can reduce the time employees spend processing citizen requests by half.

#5 Enable a 'build once, use many times' approach.

Agility and time savings are more important than ever to act on the latest policies. ServiceNow offers both agility and savings via a platform that easily integrates with legacy systems and common external tools. The platform optimizes a reusable approach that allows DHS to build solutions once, then use them repeatedly. This includes reusing code, data, and integrated technologies. The result is a core data model for fast delivery of capabilities and insights.