

ServiceNow ITBM or LeanIX?

- My Background
- ServiceNow – ITSM done well
- ServiceNow APM – four years in
- ServiceNow ITBM
- PaaS or SaaS – you choose
- Standing up the system
- User Experience
- Philosophies
- Synergy – fitting them together
- Conclusion

ServiceNow ITBM and LeanIX

My background

Developed an in-house EA application for a large insurer

10 years as an Enterprise Architect – 3 as a customer

Implemented EA with ten Fortune 100 customers

Certified LeanIX Partner – 4 years

In-depth experience of ITIL, ServiceNow and Remedy

Accent is English, South African, Texan, Virginian and Nutmegger

ServiceNow – ITSM done well



Source: Gartner (August 2019)



Can it be the master of all?

ServiceNow APM – four years in

- Aspen (2011)
- Berlin (2012)
- Calgary (2013)
- Dublin (2013)
- Eureka (2014)
- Fuji (2015)
- Geneva (2015)
- Helsinki (2016)
- Istanbul (2017) →
- Jakarta (2017)
- Kingston (2018)
- London (2018)
- Madrid (2019)
- New York (2019)
- Orlando (2020)
- Paris (2020 - Upcoming)

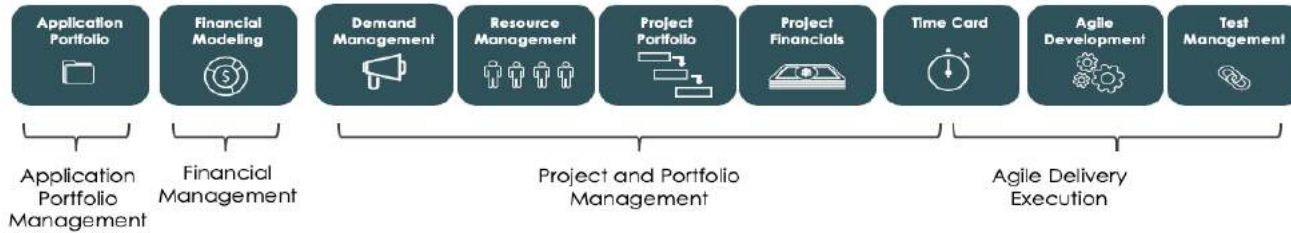
IT Business Management

- **Application Portfolio Management:** Captures and consolidates information so teams can classify, measure, analyze and rationalize application portfolios.
- **Project Portfolio Management (PPM):** Delivers improvements in managing overall demand, and simplifies allocation of resources and tracking of time.
- **Financial Management (FM):** New forecasting capability (also used in PPM) helps show future impacts of current investments. Updated cost modeling and allocation set-up adds simplicity plus more analysis and reporting capabilities out-of-the-box.

Not a current contender



ServiceNow ITBM



PPM

Performance Analytics

Analyze trends with KPIs, metrics, and role-based dashboards for customer service.



PPM

Project and Portfolio Management

Manage your entire project lifecycle across technology and business portfolios.



PPM

Demand Management

Capture, assess, and manage demands from the business in one location.



AGILE MANAGEMENT

Scaled Agile Framework (SAFe)

Align strategic investments and scale work for optimal value.



PPM

Resource Management

See staff availability, allocation, and capacities for all work tracked in ServiceNow.



AGILE MANAGEMENT

Agile Development

Manage scrum or waterfall development work throughout the lifecycle from a unified backlog of tasks.



PPM

Innovation Management

Capture new ideas from across your organization in a single location.



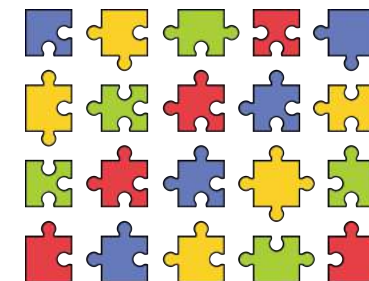
APPLICATION MANAGEMENT

Application Portfolio Management

Align your app portfolio to your preferred architecture and drive application rationalization.



A toolbox, some assembly required



PaaS or SaaS – you choose

Summary of Key Differences

On-Premises	IaaS Infrastructure as a Service	PaaS Platform as a Service	SaaS Software as a Service
Applications	Applications	Applications	Applications
Data	Data	Data	Data
Runtime	Runtime	Runtime	Runtime
Middleware	Middleware	Middleware	Middleware
O/S	O/S	O/S	O/S
Virtualization	Virtualization	Virtualization	Virtualization
Servers	Servers	Servers	Servers
Storage	Storage	Storage	Storage
Networking	Networking	Networking	Networking

  You Manage  Other Manages

ServiceNow

- PaaS
- Two releases a year – customers typically skip every other one
- Customizations discouraged by ServiceNow
- Requires dedicated resources to configure and maintain
- Changes can impact the ability to upgrade



- SaaS
- All customers updated automatically
- Configuration changes made easy via the standard user interface
- Designed to be easy to configure – most integrations provided
- Configuration changes do not impact upgrades

SaaS approach is a clear winner

Standing up the system

ServiceNow

- Outside consulting required to implement ITBM/APM
- Introduction of APM delayed to next upgrade cycle
- ITSM often takes priority – resource contention
- Three user roles, each requiring purchased licenses
- Licenses constrained by cost

• ServiceNow has restricted support to the current and previous versions of the product, which requires customers to perform an upgrade at least once every year. This can strain customers with limited resources to support their ITSM implementations.

• Interactions with Gartner clients indicate that organizations with low I&O maturity struggle to demonstrate sufficient value from their ServiceNow investments. Functionality to track improvement initiatives that drive maturity requires an ITSM Professional license, which comes at a significantly higher cost

Gartner Magic Quadrant for IT Service Management Tools - 2019



LeanIX

- Solution easy to set up – great online documentation
- System deployed in hours
- Dedicated to architecture planning
- Three user types, unlimited users at no additional cost
- Open to all

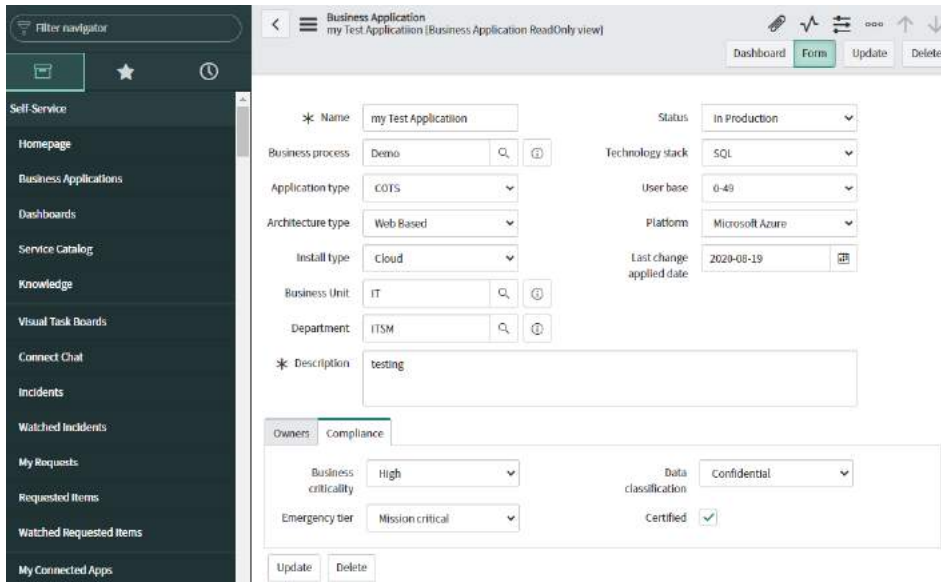


LeanIX – realize value in real-time

User Experience

ServiceNow

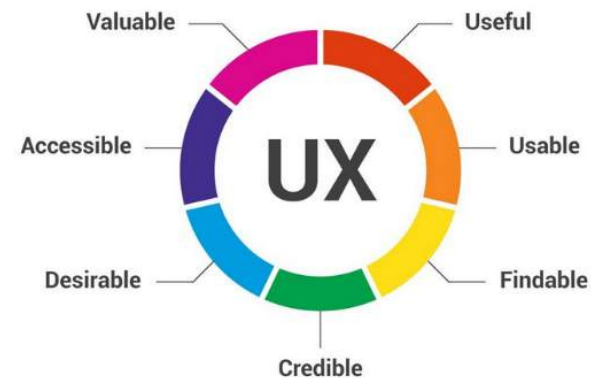
- Utilitarian
- Navigation is challenging
- Training is a requirement
- Hard to locate information
- Learning curve



The screenshot shows the ServiceNow configuration page for a business application. The interface is complex with a dark sidebar on the left containing various navigation options like 'Self-Service', 'Homepage', 'Business Applications', 'Dashboards', 'Service Catalog', 'Knowledge', 'Visual Task Boards', 'Connect Chat', 'Incidents', 'Watched Incidents', 'My Requests', 'Requested Items', 'Watched Requested Items', and 'My Connected Apps'. The main content area is titled 'Business Application' and 'my Test Application (Business Application ReadOnly view)'. It features a top navigation bar with 'Dashboard', 'Form', 'Update', and 'Delete' buttons. The form contains several fields: Name (my Test Application), Status (In Production), Business process (Demo), Technology stack (SQL), Application type (COES), User base (0-49), Architecture type (Web Based), Platform (Microsoft Azure), Install type (Cloud), Last change applied date (2024-08-19), Business Unit (IT), and Department (ITSM). A description field contains the text 'testing'. Below the form, there are sections for 'Owners' and 'Compliance' with dropdown menus for Business criticality (High), Data classification (Confidential), Emergency tier (Mission critical), and a checked 'Certified' checkbox. 'Update' and 'Delete' buttons are at the bottom.

LeanIX

- Enticing
- Intuitive and seamless User Experience
- Easily understood
- Instinctive interface with global searching
- Quick adoption



People enjoy using and exploring LeanIX

ServiceNow

- Focused on operating the business
- ITSM is the primary focus
- Physical entities, discrete versions – what is deployed
- Exact configuration of IT Infrastructure and Services
- Basic functionality – 80% out-of-the-box
- Configuration/customizations discouraged
- Two upgrades a year, most customers skip every other
- Looking to author many types of information



LeanIX

- Focused on Business - IT Portfolio planning
- Devoted to Enterprise Architecture
- Logical entities, major versions – planning
- Holistic overview of IT in a Business context
- Complete solution
- Extensible
- Continuous updates, automatically
- Looking to share information



No need to rule the world

Synergy – fitting them together

ServiceNow

- Provides standard APIs for data imports and exports
- Import Applications from LeanIX
- Import Software/Hardware Product Models
- Manage Application lifecycle (Plan, Active, Retired)

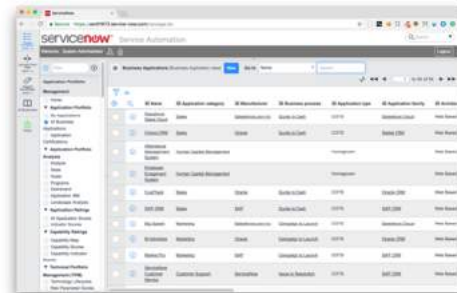


LeanIX

- Out-of-the-box integration
- LeanIX manages the flow of data, to and from ServiceNow
- Author existing and new Applications
- Share Technology (IT Component) Roadmaps
- Reflect the operational status from ServiceNow

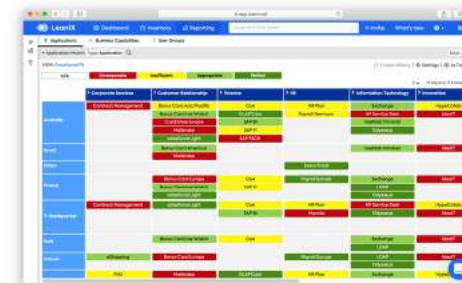
ServiceNow

... is outstanding to store and process millions of records in full detail, mostly in a relational way.



LeanIX

... is excellent for collaboratively maintaining interconnected information and visualizing dependencies.



A great relationship, offering value to both

Conclusion

ServiceNow

- Has a reasonable APM/TPM capability
- Requires skilled developer resources
- Licensed by User type – constrained
- Hidden costs for extra features / functionalities
- Successful APM requires a large, well-funded, open minded ServiceNow organization managing the product
- Feature upgrades hindered by the adoption cycle
- End-user dissatisfaction with the user interface
- IT Service Management is the primary capability



LeanIX

- Recognized as a leader by analysts and Peer Insights
- Immediate value – easily extended
- Open to all
- Transparent Pricing Model
- Works best with Business and IT champions

- Automatic, timely updates
- Innovative and engaging user interface
- Enterprise Architecture is the core competency



LeanIX - the obvious choice for most organizations



Thank you for attending the presentation