ServiceNow on Azure | Customer Case Study

Microsoft

Modernizing the Technology Stack

- Microsoft was looking for ways to modernize its technology service operations and internal technology stack.

- Additionally, the company saw opportunities to drive enterprise service efficiencies and consolidate technology spend.

Outcomes

- The successful migration of **NOW to Azure.**

- Multiple instances varying from ~320 GB to ~24 TB in size were **successfully migrated in less than 45 days.**

- Microsoft identified **future efficiencies, enhanced user experiences, and reduced operating costs.**

> **"**
> Our decision to migrate the ServiceNow platform to Azure has proven to be a game-changer. This collaborative journey seamlessly blends the robust capabilities of ServiceNow with the cutting-edge infrastructure of Azure, ushering in a new era of agility, innovation, and customer-centric solutions.
> — Katharine Kennedy, GM, Microsoft

ServiceNow on Azure has enabled Microsoft to score measurable improvements that:

- Increased integration between the ServiceNow platform and Azure

- Accelerated collaborative innovation at both companies

- Sped and simplified data and telemetry movement between ServiceNow solutions and Microsoft Fabric

- Drove operations efficiencies that enable Microsoft IT to focus more time on high value tasks

- Streamlined integrations running in Azure, including Managed Identity and Simplified Key Vault

- Deliver refined customer digital transformation experiences

servicenow. | ■■ Microsoft