

ServiceNow network transformation starts with Mist AI



The most successful businesses work smarter—not harder. ServiceNow, the leading digital workflow company, is an engine behind this transformation, with its streamlined and configurable workflows that help companies work more productively. Founded in 2004, ServiceNow is at the top of the digital workflows marketplace and admired for its fiscal, social, and corporate leadership.

With 75 locations and more than 22,000 employees, ServiceNow examined its own workflows and realized network automation was a necessity to accelerate its own business transformation. ServiceNow has teamed up with Juniper to migrate its network to a next-generation, full-stack wired, wireless, and SD- WAN solution.

OVERVIEW

Company	ServiceNow
Industry	SaaS Services
Products Used	AP43, AP45, EX4400 Multigigabit, EX4650, Session Smart Router, Wi-Fi Assurance, Wired Assurance, WAN Assurance, Marvis VNA
Region	Americas

CUSTOMER SUCCESS AT-A-GLANCE

60%

Cost avoidance in network CapEx/OpEx spending

90%

Reduction in wireless-related issues reported by employees

50%

Faster network deployment of full-stack wired, wireless, and SD-WAN

CHALLENGE

Keep employees connected, productive, and secure

ServiceNow has an aggressive set of goals, all marked by zeroes: zero outages, zero incidents, and to achieve net zero by 2030. To reach these goals, the company is automating its network to deliver 100% availability and outstanding user experiences with cloud-based software, infrastructure, and services.

“We wanted to find our North Star for a customer-centric experience,” says Venkat Lakshminarayanan, vicepresident, infrastructure and operations at ServiceNow. “While elements in our tech stack might fail, we didn’t want our users to experience any disruptions.”

Lakshminarayanan expects that automation will solve many of ServiceNow’s current network challenges, including complexity in design and Day 2 operations, lack of visibility, limited configuration management, expensive hardware and support costs, and an overprovisioned network.



ServiceNow expects to realize massive benefits. Once the LAN and WAN are transformed, the data center footprint will decrease significantly, switch ports will sit unused, and OpEx, CapEx, and deployment times will start to shrink. Reaching its goals called for a strategic plan to shut down data centers, remove underutilized wired networks, and move to a cloud-managed network.

SOLUTION

Client-to-cloud automation

“Juniper and Mist AI are helping us build the network of the future,” says Lakshminarayanan. “We accomplished our hardware transformation with zero-touch provisioning. Now we are connecting platforms and realizing client-to-cloud visibility that helps us deliver amazing user experiences.”

ServiceNow’s new network design places Juniper Session Smart™ Routers at the edge, connecting the company’s global operations to the internet, cloud services, and business applications. The tunnel-free architecture of a Juniper SD-WAN powered by the Session Smart Router delivers the necessary application performance to keep employees productive and reduces costs by optimizing bandwidth usage.

Juniper access points and switches at ServiceNow offices work in conjunction with the Juniper Mist™ cloud architecture, driven by Mist AI, to optimize network experiences. Juniper Mist Wi-Fi Assurance, Wired Assurance, and WAN Assurance automate network operations. Juniper Marvis Virtual Network Assistant, a conversational assistant with Self-Driving Network™ actions, streamlines operations and optimizes experiences across wireless, wired, and SD-WAN domains.

ServiceNow also leverages Juniper Mist APIs to automate infrastructure operations. Its service request catalog, incident management, and change management workflows are integrated with the Juniper Mist cloud architecture.

OUTCOME

Smarter, simpler, AI-driven network serves up big results

Moving to a full-stack Juniper wired, wireless, and SD-WAN network was a 13-month journey that is delivering amazing results for ServiceNow. Thirty sites moved from the legacy network to a modern AI-driven network. Included in those savings was eliminating the cost associated with overprovisioned switches in today’s mobile-first world. Rightsizing the wired network with Juniper reduced the port density by 60%.

AIOps has reduced the support workload. “When we first implemented Juniper, we saw a 90% drop in issues related to wireless,” Lakshminarayanan says. ServiceNow has continued to see OpEx savings as it has advanced its Juniper deployment to include wireless, wired, and SD-WAN. In fact, deployment times have decreased by 50%.

Altogether, ServiceNow is forecasting a cost avoidance of 60% of network CapEx/OpEx over a three-year period. A Juniper network is supporting the company’s sustainability goals, and has significantly reduced its carbon footprint.

Lakshminarayanan is most proud of the improved employee experience.

“We have visibility from laptop to application, streamlined self-service, and excellent performance,” he says. “Our employees can deliver the services and support that our customers need to work smarter, faster, and better.”

“We cut our OpEx, CapEx, and carbon footprint by going completely wireless and moving to a Juniper full-stack network.”

Venkat Lakshminarayanan
Vice President, Infrastructure and Operations, ServiceNow

Corporate and Sales Headquarters

Juniper Networks, Inc.
1133 Innovation Way
Sunnyvale, CA 94089 USA
Phone: 888.JUNIPER (888.586.4737)
or +1.408.745.2000
www.juniper.net

APAC and EMEA Headquarters Juniper

Networks International B.V. Boeing
Avenue 240 1119 PZ Schiphol- Rijk
Amsterdam, The Netherlands
Phone: +31.207.125.700



Copyright 2023 Juniper Networks, Inc. All rights reserved. Juniper Networks, the Juniper Networks logo, Juniper, and Junos are registered trademarks of Juniper Networks, Inc. in the United States and other countries. All other trademarks, service marks, registered marks, or registered service marks are the property of their respective owners. Juniper Networks assumes no responsibility for any inaccuracies in this document. Juniper Networks reserves the right to change, modify, transfer, or otherwise revise this publication without notice.