5 signs it's time to switch from ServiceNow

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Introduction

Over a decade ago, ServiceNow took the industry by storm when they moved the enterprise service desk into the cloud. They promised lower costs, a more modern experience, freedom from the high prices, long implementation times, and low ROIs that plagued the industry. For many companies, the switch was a no-brainer.

Yet business has changed a ton in the last decade, and many ServiceNow customers are finding that it's time to switch again. They'd prefer more modern, streamlined workflows that embrace automation, chat, and knowledge sharing. They want tools that bring dev and ops teams even closer together. And they want an open, extensible, and truly affordable service desk—without punitive renewal terms and other legacy vendor shenanigans.

Fourteen years after ServiceNow first entered the market, many customers are looking for cheaper, more efficient alternatives, driving big growth for newer, more flexible products like Jira Service Desk from Atlassian. But is moving from ServiceNow to Jira Service Desk right for you? To help you find out, we've compiled the top five signs we've heard from other customers that have already made the switch. If you're suffering from one or more, it may be time to take a closer look at Jira Service Desk from Atlassian.

Sign #1

You feel weighed down by heavy workflows

Stop paying for complex processes you never use. You need the best of ITIL, without the bloat.

Today's customers expect fast, no-hassle service. In response, IT teams are gravitating toward leaner, more agile approaches that value ease of use and collaboration—and moving away from solutions with heavy change management and approval processes that create bureaucracy, not collaboration.

If you've grown tired of paying for ITIL workflows you never use, or employing an army of developers to maintain heavy customizations that add big bucks to your administration costs, it may be time to switch.

When you switch from ServiceNow to Jira Service Desk, you get:

A LEANER, OUT-OF-THE-BOX APPROACH TO ITIL

Many IT teams simply don't need full ITIL coverage, but they're paying for it anyway — both in bloated subscription fees and lost productivity caused by heavy, complex processes. Jira Service Desk takes a leaner approach to ITIL that customers love, including everything you need right out of the box for service request, incident, problem, and change management.

With Jira Service Desk, you can use chat rooms for rapid response in real time, and link incidents to root-cause problems in one click, giving everyone visibility into remediation progress. You can easily

extend it with powerful apps for other ITIL processes like Release and Deployment Management and Service Catalog Management. And you get it all without paying a premium for a few dozen other ITIL workflows you'll never use.

EASIER IMPLEMENTATION, CONFIGURATION, AND ADMINISTRATION

Jira Service Desk is designed to be easier and more intuitive from the ground up—so you can implement it yourself, even at companies with 1,000 agents or more.

Vistaprint did exactly that, rolling Jira Service Desk out to 4,600 employees at 22 different locations in just 5 weeks. "It was really cost efficient to implement it," said Gen Kallos, associate director of operational improvement. "Also, the manpower involved was pretty minimal. We realized a quick return on investment. Within two months, we had fully deployed to all of our locations and were realizing all the benefits that it provided."

> The average ServiceNow implementation takes 4.5 months, while Jira Service Desk takes just 1.2, according to the G2Crowd Service Desk Implementation Index Report.

The Atlassian Marketplace has over 600 Jira Service Desk apps you can install at the click of a button, without the need for custom coding—including apps for other favorite ITSM processes like asset management. And while Atlassian Solution Partners are available to help at every step of the way, you can easily maintain and even extend Jira Service Desk without paying for third party expertise or in-house developers.

Sign #2

You're paying way too much

Get an ITIL-certified service desk at 1/5th the price.

Cost shouldn't be everything when choosing a service desk. In fact, it's far more important to choose a solution that delivers the value you need today, and the room to grow for tomorrow.

At the same time, nobody likes to overpay for fancy features they don't use or need, and many legacy service desk providers are still charging legacy prices. It's not just the huge differences in monthly subscription fees that add up, either. Complicated contracts, lengthy implementations, expensive consultants, and pricey dev teams dedicated to maintenance and customizations all quickly compound your costs. If you're drowning in these extra expenses (or just looking to free up budget for other priorities), it may be time to take a look at Jira Service Desk, recently named the most affordable and popular ITSM software solution by Capterra.

When you switch from ServiceNow to Jira Service Desk, you enjoy:

A 70% SAVINGS (OR MORE) OVER SERVICENOW

Why pay $100 per agent, per month, when you can pay $20 or less? Jira Service Desk gives you a full ITSM service desk for 1/5 of ServiceNow's list price—translating into an annual savings of over $56,000 for a typical customer with 100 IT agents. And most companies will enjoy even better prices, since Jira Service Desk gets cheaper with 16 users or more. Try our online pricing calculator to see the monthly price based on your team size.
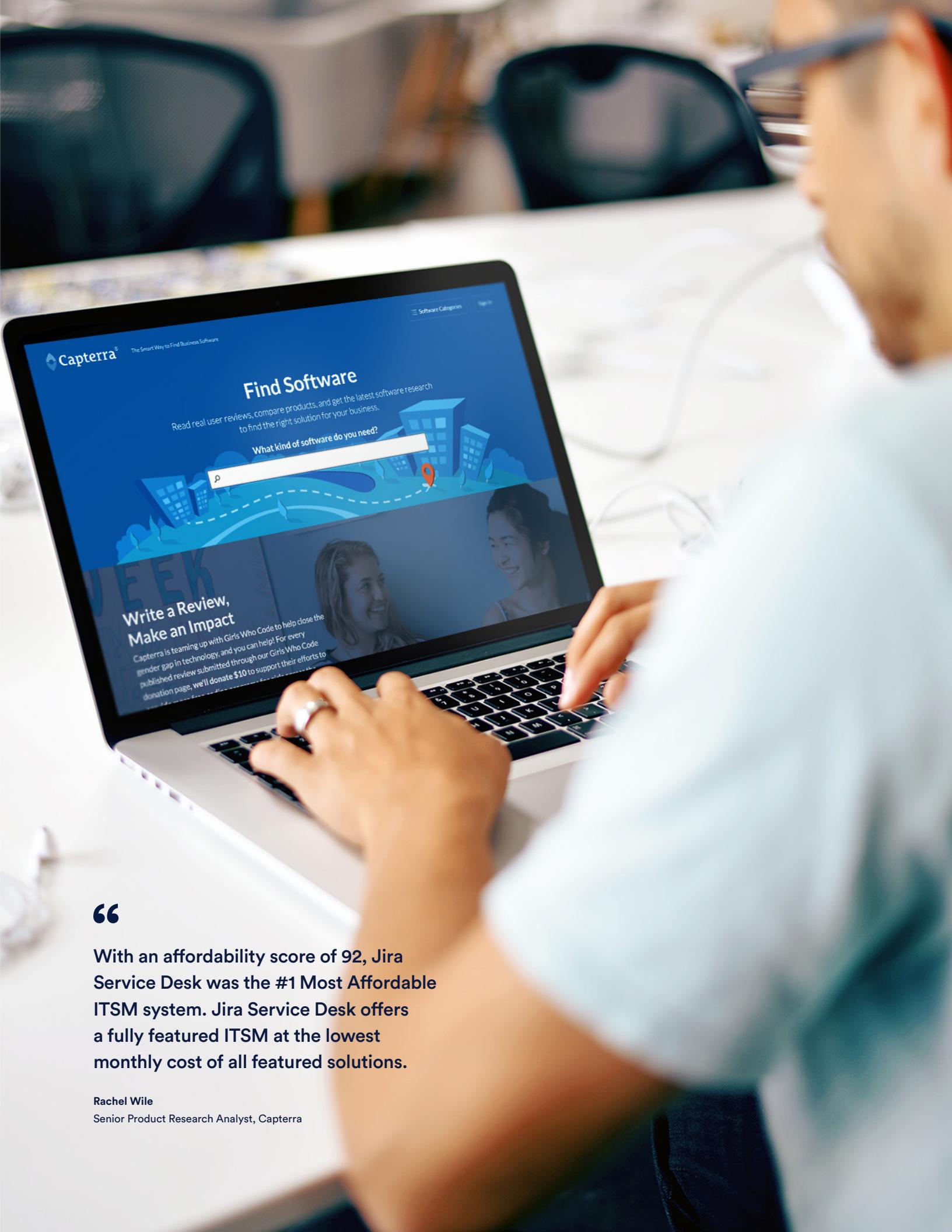
> "With an affordability score of 92, Jira Service Desk was the #1 Most Affordable ITSM system. Jira Service Desk offers a fully featured ITSM at the lowest monthly cost of all featured solutions.

Rachel Wile
Senior Product Research Analyst, Capterra

EASIER SETUP AND FASTER IMPLEMENTATION TIME

We touched on this earlier, but it's worth a quick recap: While ServiceNow takes an average of 4.5 months to implement — longer even than the industry average of 3.3 months — Jira Service Desk goes live in less than half the time, or just 1.2 months on average. Jira Service Desk customers enjoy migration-free updates whereas many ServiceNow customers have had to migrate to new platform versions (costing time, effort and money). And while you can hire an Atlassian Solution Partner for large or highly specialized deployments, it's easy enough to do it yourself, saving a ton in services and training.

NO HIDDEN RENEWAL COSTS

Many legacy vendors still play pricing games, getting you in the door with upfront discounts that expire, and then hold you hostage with big price hikes or hidden fees at renewal time. They're like the cable companies of service desk software. Put kindly, we think that's silly— so we keep our prices totally transparent, affordable, and predictable.

Sign #3

You need more visibility between dev and ops

Can't connect incidents and outages to recent software changes? Get a service desk built for DevOps.

When something goes wrong, the best place to start is often with asking "what changed?"—looking for new software releases that may have triggered an incident or outage. But many legacy service desks aren't equipped to give you the visibility you need across the DevOps lifecycle. They keep your service desk isolated from your DevOps tools, with little or no communication and connection between them.

When you switch from ServiceNow to Jira Service Desk, you can:

BRING DEVELOPMENT AND IT TEAMS TOGETHER IN ONE PLACE

Jira Service Desk is the only service desk built on a software development platform (Jira Software) that connects IT and dev teams, so they can collaborate to fix incidents and push changes with confidence. Service desk agents can easily see what's changed, and link Jira Service Desk tickets to Jira Software issues so they stay updated on bug progress. Developers can see the problems customers are having in real-time, easily converting Jira Service Desk tickets into new Jira Software backlog issues to create permanent fixes. And the easy, powerful Post-Incident Review (PIR) process in Jira Service Desk and Confluence helps close the feedback loop and improve learning and sharing.

GET VALUABLE DEVOPS INSIGHTS OTHER
SERVICE DESKS CAN'T DELIVER

With IT and dev teams collaborating on a single platform, Jira Service Desk can surface new insights that go far beyond the basic reports built into legacy solutions. Developers can easily see exactly how many minutes of downtime a bug caused, or which product features are associated with the most tickets. And incident managers can track whether developers have completed important remediation work, and monitor trends like the percentage of incidents related to new releases.

Both teams can create personalized dashboards that help them understand how they are operating, and how they can improve— and see the impact their work has across the DevOps lifecycle. You can even measure the business impact of knowledge sharing, tracking how many tickets have been deflected or resolved with the help of knowledge base articles.
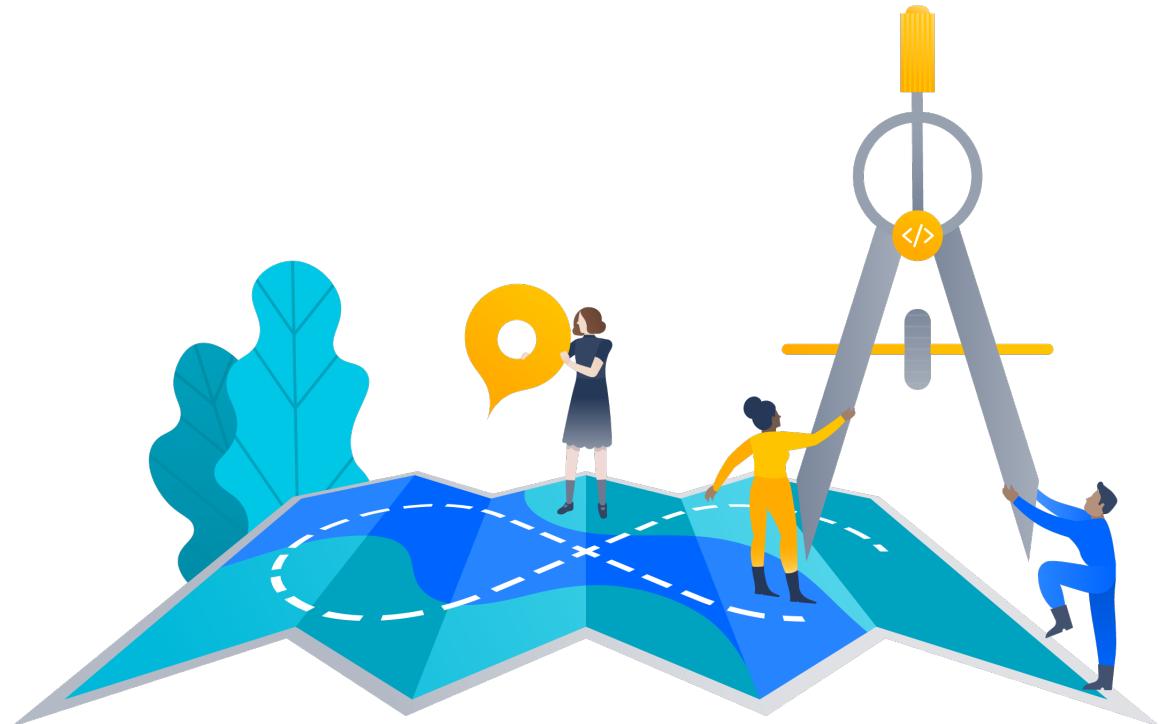
Sign #4

Your support is stuck in siloes—and customers are suffering

Help every team work better together, to resolve incidents faster.

Most legacy service desks weren't built for collaboration. Sure, they may include basic chat features or a rudimentary knowledge base, but they weren't designed from scratch with modern collaboration in mind.

Jira Service Desk is the most collaborative service management solution on the market, with benefits extending far beyond its ability to bring IT and DevOps teams together on a single platform (see Sign #2 above).

When you switch from ServiceNow to Jira Service Desk, you can:

RESOLVE INCIDENTS FASTER, CHATOPS STYLE

ChatOps isn't just for developers: It works great for incident response, too. When a new Jira Service Desk ticket is created (or an alert is received from an integrated tool like Datadog, PagerDuty, or StatusPage), a new HipChat room can automatically spin up and rally the right experts to quickly swarm around it.

HipChat even pulls all the incident details from Jira Service Desk directly into the chat room, where team members can add comments to the ticket or update the status—from Open to In Progress or Resolved—all via chat. Once the issue is resolved, these

chat logs become ready-made transcripts of the entire incident, speeding up post-incident reviews and root cause analysis.

LEARN, IMPROVE, AND PREVENT FUTURE INCIDENTS TOGETHER

Over 35,000 companies worldwide already use Confluence to create powerful knowledge bases for employees and self-service resources for customers. And you can add it Jira Service Desk seamlessly, a big reason why many companies make the switch from legacy providers who offer less popular or outdated knowledge-sharing solutions.

Once an incident is resolved, Confluence becomes the single, central place where teams conduct PIR process, share retrospectives, and create knowledge base articles that capture and share lessons learned, prevent future outages, and improve the overall quality of IT service.

Sign #5

Your service desk isn't open or extensible

Why spend a fortune maintaining costly customizations? Try apps instead.

Like many companies in the DevOps era, you may be making the shift from closed-off, tough-to-integrate tools to more modern solutions that embrace openness and extensibility. You want an "app store" approach that gives you hundreds of great choices for adding new value to your service desk, not a walled-off platform that stifles innovation and growth. It's a trend that's only growing stronger as major enterprises continue the push toward open-source frameworks like Node.js.

Yet, many legacy service desks aren't following suit, doubling down on their proprietary platforms that require costly consultants or extensive training on proprietary languages or frameworks. That makes it harder (and more expensive) to connect your systems, maintain critical customizations, and deliver top-tier service to your customers.

When you switch from ServiceNow to Jira Service Desk, you get:

TONS OF ITSM APPS TO MAKE INTEGRATIONS EVEN EASIER

It would be impossible to list all 600+ Jira Service Desk apps here—but if you can imagine it, then the Atlassian Marketplace probably has an app for it. Many of them provide one-click integration to the tools you already use—like Splunk, BigPanda, and more. Just a few of our favorite ITSM apps include:

BigPanda for Jira

Enables IT Ops to create Jira issues from high-level, correlated incidents in BigPanda.

Comala Workflows for Confluence

Set customized workflows to create, review, approve, and publish your knowledge base content.

Real-time Splunk for Jira Service Desk

Automatically turn Splunk events into real-time Jira incidents, and make sure the right people know.

Refined Theme for Jira Service Desk

Customize and brand your Jira Service Desk theme and add rich content for an even better customer experience.

Riada Insight - Asset Management for Jira

Add the power of Enterprise Asset Management to the Atlassian platform, including a modern CMDB for ITSM.

Riada Insight Discovery

Automatically scan your enterprise network, discover assets, and map dependencies in your Riada Insight CMDB — all on the Jira platform.

Service Advisor for Jira Service Desk

Investigate and resolve incidents up to 50% faster with an app-centric view of Jira Service Desk incidents, changes, problems, and components.

Workato integrations for Atlassian

Integrate Jira Service Desk, Confluence, and Jira Software with thousands of apps to automate your DevOps and ITOps — from Bitbucket and Splunk to Jenkins, Github, NewRelic and more.

xMatters Actionable IT Alerts for Jira

Automatically communicate with the correct on-call resources to resolve issues faster, integrating xMatters and Jira.

A MORE MODERN APPROACH TO DEVELOPMENT

As a Jira Service Desk customer, you can easily develop your own apps, integrate with other cloud products, and extend your out-of-the-box functionality using Node.js or other open, community-driven frameworks. Our APIs are open, and we offer extensive Jira Development Guides to make it even easier to build your own applications or connect Jira Service Desk with your other external systems.

USE CASES FOR ITSM AND BEYOND, AT NO EXTRA CHARGE

Rather than make users pay and configure additional modules for new functionality or use cases like many legacy vendors, Jira Service Desk includes customizable templates for ITSM, customer service, and business teams like HR and finance. The flexibility and simplicity of the product allows every team across the company to offer a basic service desk to take and fulfill requests, from marketing and creative teams to facilities and legal.
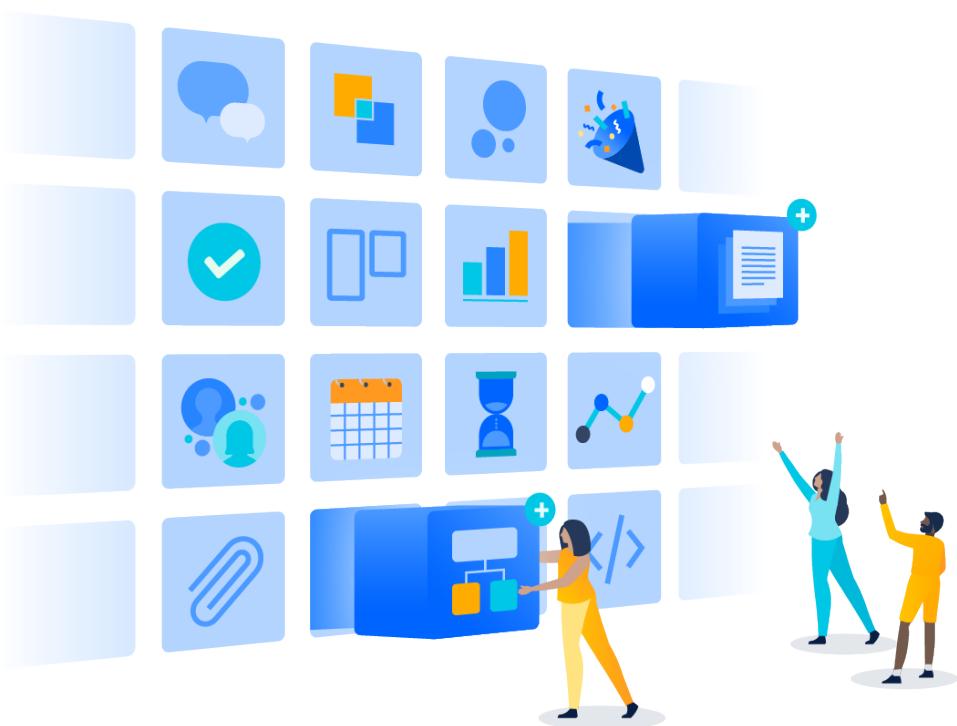
Get to know
Jira Service Desk

It's a big move, changing service desks. But for many ServiceNow customers, the benefits of switching to Jira Service Desk far outweigh the cost of staying — from increased collaboration and extensibility to leaner ITSM workflows and dramatically lower costs. For companies already using Jira Software, the case is even more compelling, enabling unsurpassed dev and ops alignment to help teams solve issues faster.

But is a modern, ITIL-certified service desk that's built for DevOps (at 1/5th the price of ServiceNow) right for you? To find out, reserve your spot at one of our weekly 60-minute demos, complete with live Q&A. It's a must-see overview for anyone considering the switch, showing you firsthand just how simple it is to link support tickets to software issues and keep IT and dev connected.

See Jira Service Desk
in action

Sign up for a free demo today

Sign up