

core.x

Protect Your Entire Manufacturing Operation Flow (From Floor to Fulfillment and Everything in Between) with ServiceNow Operational Technology (OT) Management

ServiceNow OT Management delivers real-time visibility, security, and automation - reducing downtime, mitigating risks, and optimizing operational efficiency across industrial environments.

What's Holding Your OT Operations Back from Peak Performance?

While industrial environments are becoming increasingly connected with Industry 4.0, many organizations still rely on manual processes and legacy knowledge to manage critical OT operations, creating costly inefficiencies and risks. As Industry 5.0 introduces AI-driven intelligence, the gap between outdated workflows and next-gen automation continues to grow. Here are just some of the challenges holding operations back:



Data Silos Limit Insights:

Disconnected systems make it hard to consolidate and analyze OT data, preventing predictive analytics.



Vulnerable Legacy Infrastructure:

Aging systems are full of security gaps, making it hard to identify and prioritize critical devices for remediation.



No Single Source of Truth for OT:

Without a trusted, unified system of record, organizations struggle to track OT devices, making monitoring and security ineffective.



Slow Incident Response Increases

Costs: Manual workflows delay resolution, and unstructured change management leads to disruptions.

These challenges drive up costs, heighten security risks, and threaten downtime. As industrial processes grow more complex, outdated systems fail to scale. ServiceNow ensures confident OT management.

ServiceNow Operation Technology (OT) Management: Full Visibility, Reduced Downtime.

ServiceNow's OT Management eliminates blind spots and secures legacy systems with real-time visibility. Streamlined workflows enable faster incident response, quick recovery, and smoother operations—all from a unified platform.

Key Capabilities

- 1. Build a strong data foundation for better insights.** Consolidate data from multiple sources and map it using the Purdue Model framework in a single CMDB to break down silos and enable predictive analytics.
- 2. Get a complete view of your OT environment for smarter decisions.** Use the ISA-95 standard to map OT assets, relationships, and production dependencies—helping you prevent unplanned downtime and resolve issues faster with digital workflows that connect the right people to the right information instantly.
- 3. Boost OT security with proactive vulnerability response.** Get a single view of OT asset risks, receive targeted alerts with prescriptive actions, and prioritize threats based on urgency and business impact using risk-based scoring.
- 4. Respond and recover faster from OT incidents and changes.** Use built-in AI for rapid incident resolution, intelligent routing for quicker collaboration, and streamlined change management to reduce disruptions and costs.
- 5. Maximize Overall Equipment Effectiveness (OEE) with Predictive Remediation.** Harness Agentic AI, Event Management, and existing data collection systems to move from reactive to proactive - and even predictive - operations by automating work creation, assignment, and triage for faster issue resolution and optimized performance.

At CoreX, we don't just advise - we've worked on the plant floor.

Our experts bring leadership experience from General Motors, Unilever, and more, combining industry know-how with deep ServiceNow expertise to drive real impact.

**Optimize Your
Plant Floor
Efficiency
with CoreX.**

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