

Rewire your platform for real results

ACCELERATE ADOPTION. ELIMINATE FRICTION. DRIVE RESULTS.

Total Experience Framework (TEF) transforms ServiceNow into AI-powered experiences your teams actually use. We orchestrate seamless interactions across every touchpoint to accelerate adoption and eliminate friction.

TEF delivers through

- **Employee Center:** self-service employees actually use
- **Next Experience:** speed and clarity with effortless simplicity
- **Agent Workspaces:** one view for every task to eliminate switching
- **Now Mobile:** full platform power anywhere
- **Embedded GenAI (Now Assist):** intelligence in every workflow

The results

50%

faster agent productivity

60%

lift in adoption

70%

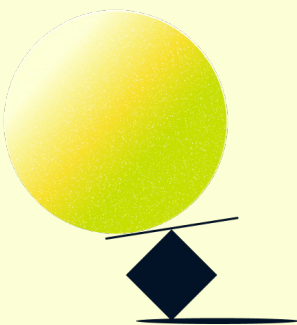
faster customization

100%

cross-team harmony

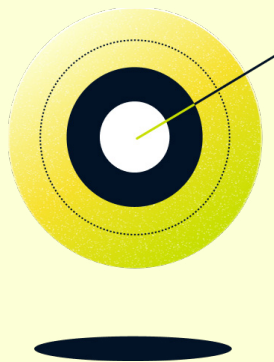
ServiceNow that works
the way your teams think.

Three pillars of intelligent orchestration



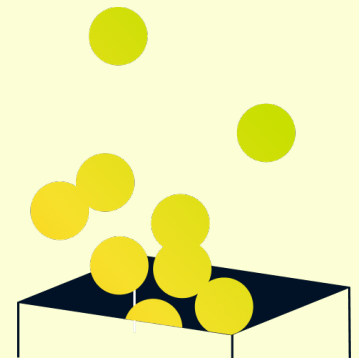
FUNCTIONALITY

- Interfaces that accelerate work
- The latest ServiceNow capabilities
- Effortless simplicity



EXPERIENCE

- Battle-tested templates
- Configurable for any workflow
- Rapid deployment



INTERFACE

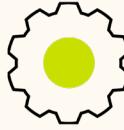
- Modern, branded brilliance
- Rapid prototyping
- User-first design

Why organizations choose TEF



GEN AI EVERYWHERE

Now Assist in every workflow
50% faster productivity



ONE WORKSPACE

A single view for every task
Eliminate context switching



UNIFIED TEAMS

IT, HR, and Security aligned
Break silos



SEAMLESS MIGRATION

Legacy to modern
Cutover that preserves continuity



SEAMLESS INTEGRATION

One platform, one experience
True harmony

**Turn ServiceNow into an
experience teams depend on.**

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Request Demo

