

BROCHURE

Platform Pulse

Outcreating Platform Health
with Unified Visibility and
Proactive Governance



From Platform Signals to Decisions

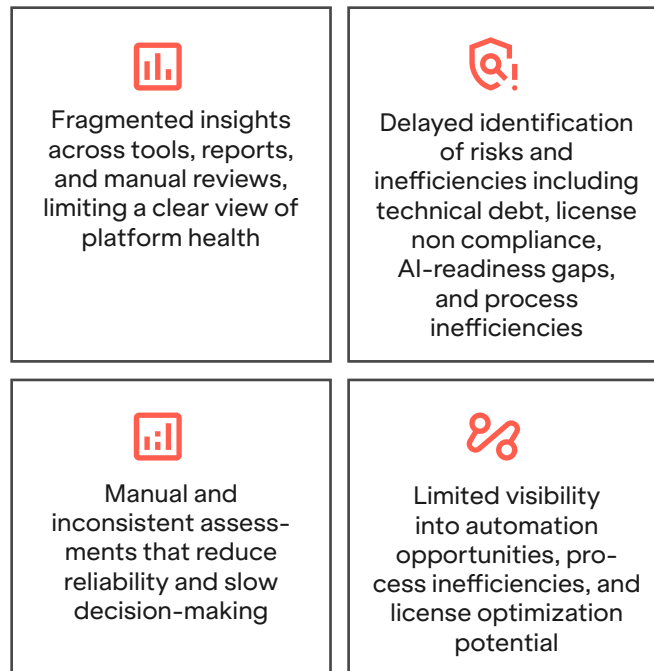
Platform Pulse is a unified, real time platform health and optimization solution for ServiceNow.

It provides enterprises with a single, intuitive view of platform health, risks, readiness, and optimization opportunities. By bringing together assessments, analytics, AI readiness, license optimization, process insights, and automation discovery, it creates one actionable experience.

The vision is to move from reactive platform management to proactive, insight-driven governance, helping leaders focus on what matters most without navigating multiple tools.

What Holds Enterprises Back

Enterprises struggle to maintain control, visibility, and value across their ServiceNow platforms. Key challenges include:



Without a unified approach, organizations operate reactively, miss optimization opportunities, and struggle to realize full platform value.

How Platform Pulse Works

- Platform Pulse reframes platform management as a continuous, insight-led discipline rather than periodic assessments
- It consolidates platform signals into a single experience with health indicators, maturity views, and actionable insights
- Standardized assessments, AI-assisted summaries, and guided actions help teams prioritize and act with clarity
- Leaders gain a consistent, real-time view to monitor performance, identify risks early, and drive continuous improvement

Results That Matter

Enterprises adopting Platform Pulse achieve measurable improvements across governance, efficiency, and value realization:

| Proactive platform governance

Continuous visibility enables early intervention and informed decision-making

| AI and future readiness

Clear visibility into readiness gaps enables targeted adoption of AI capabilities

| Improved efficiency and ROI

Automation insights, license optimization, and process improvements maximize platform value

| Simplified experience

A single, intuitive interface makes insights accessible to both technical and business stakeholders

The LTM Approach

LTM partners with enterprises to operationalize Platform Pulse, combining ServiceNow expertise with data-driven governance to enable continuous optimization. We translate platform signals into actionable insights and convert those insights into prioritized actions that improve performance, resilience, and value realization.

Our approach moves beyond periodic reviews to a model where platforms are continuously monitored, refined, and aligned to business outcomes.

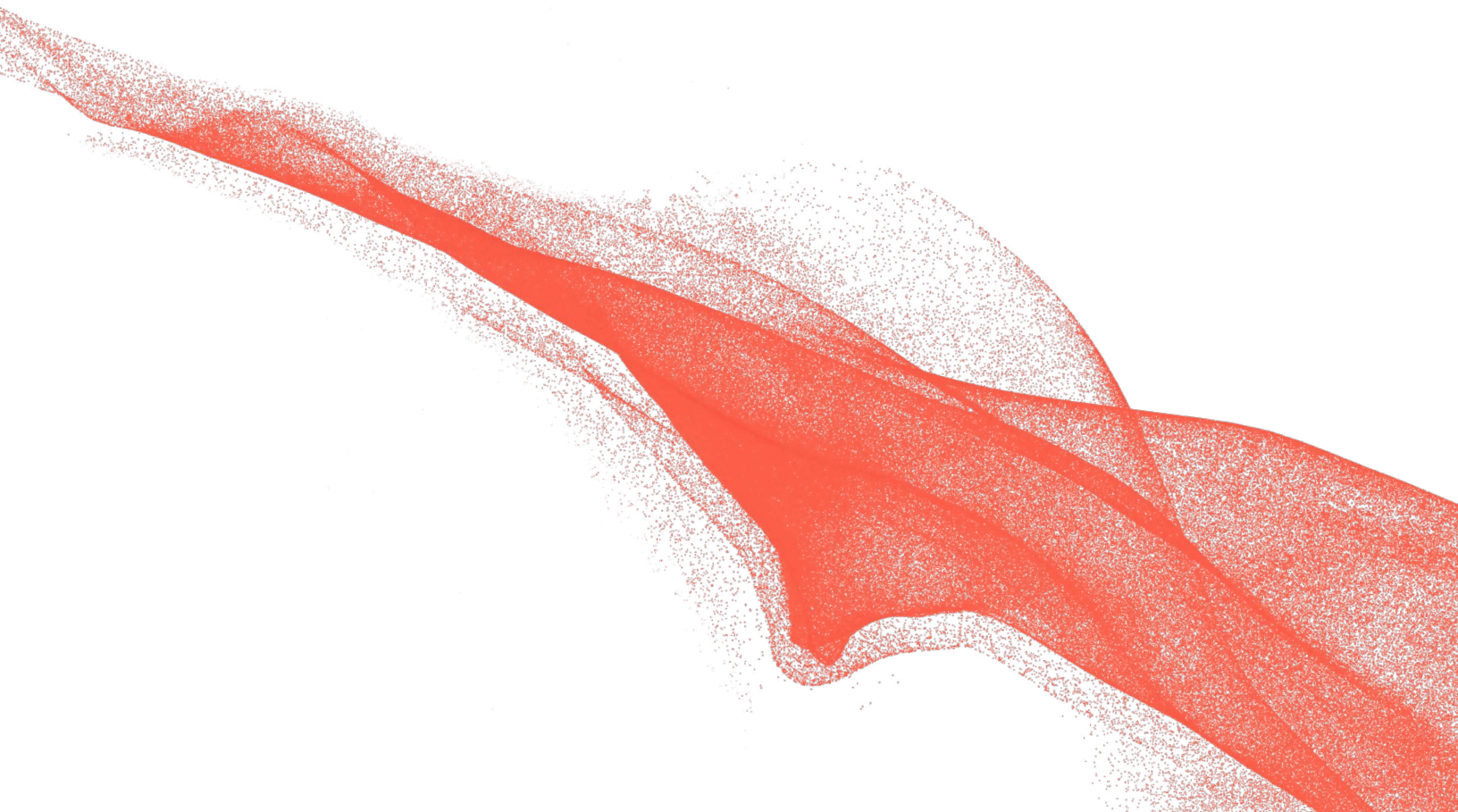
What we bring:

- **Platform health strategy and governance:** KPI frameworks, scorecards, and operating models aligned to outcomes
- **ServiceNow technical expertise:** Architecture, performance, standards, upgrade readiness, and technical debt management
- **Functional transformation:** Workflow optimization and adoption-led design across key business functions
- **Data, analytics, and process insights:** Bottleneck identification and measurable improvement plans
- **Automation and value engineering:** Opportunity discovery, roadmaps, and benefits tracking
- **License and compliance optimization:** Usage transparency and controls to reduce cost and risk
- **AI readiness and enablement:** Preparedness for Now Assist and agentic AI with strong governance
- **Change enablement:** Stakeholder alignment and practices that sustain continuous improvement



Interested in improving your platform health, readiness, and optimization outcomes?

Connect with us at LTMServiceNow.Communication@ltm.com to learn more about Platform Pulse.



LTM is a global technology services and consulting company and the business creativity partner to the world's largest and most disruptive companies. We bring human insights and intelligent systems together to help enterprises across industries rewire their business models, accelerate innovation, and drive AI-centric growth. With our integrated operations, transformation, and business AI services, we design and deliver solutions that create new productivity paradigms and new roads to value. Together with 87,000 employees across 40 countries and our global network of hyperscaler partners, LTM — A Larsen & Toubro company — owns business outcomes for over 700 clients, helping them to not simply outperform the market, but to Outcreate it.