



ServiceNow network transformation starts with Mist AI

servicenow

Customer: ServiceNow

Industry: SaaS Services

Country: United States of America

Products used: Juniper AP43, Juniper AP45, Juniper EX4400 Multigigabit, Juniper EX4650, Juniper Session Smart Router, Juniper Wi-Fi Assurance, Juniper Wired Assurance, Juniper WAN Assurance

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 teamed up with HPE Juniper Networking to migrate its network to a next-generation, full-stack wired, wireless, and SD-WAN solution.

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, Vice President, 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

“HPE Juniper Networking 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.

HPE Juniper Networking access points and switches at ServiceNow offices work in conjunction with the Mist cloud architecture, driven by Mist AI, to optimize network experiences. Juniper 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 Mist APIs to automate infrastructure operations. Its service request catalog, incident management, and change management workflows are integrated with the Mist cloud architecture.

Outcome

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

Moving to a full-stack 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 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 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. An HPE Juniper Networking 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 full-stack network.”

— Venkat Lakshminarayanan, Vice President, Infrastructure and Operations, ServiceNow

Learn more at

[HPE Networking](#)

Visit [HPE.com](#)

[Chat now](#)

© Copyright 2025 Hewlett Packard Enterprise Development LP. The information contained herein is subject to change without notice. The only warranties Hewlett Packard Enterprise products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Hewlett Packard Enterprise shall not be liable for technical or editorial errors or omissions contained herein.

a00154664ENW

HEWLETT PACKARD ENTERPRISE

[hpe.com](#)

