VividCharts Platform

The Presentation Cycle

ServiceNow customers have expressed their frustration to us about the need to export data from the platform in order to manually create reports and slide deck presentations, to share results with key stakeholders and leadership teams. The process of exporting data, making calculations and manipulations in spreadsheets, creating charts, dropping them into documents or slide decks, and presenting to different groups, is extremely time consuming, and has been accepted as a monthly presentation cycle by many highly skilled employees. This process is typically done by those technical employees closest to the ServiceNow process, because they also have to add the context behind the data. As organizations continuously expand into new departments on the Now platform, these technical employees are responsible for keeping more and more stakeholders in the loop on what is going on within different applications.

We surveyed ServiceNow technical resources, as well as Director and VP Level IT Leaders, and found that over 90% of respondents were currently exporting data from the platform for reporting and presentation purposes, and are spending on average 6 hours every single month, specifically preparing slide decks with ServiceNow data.

The good news is VividCharts sits directly in your ServiceNow instance, and allows you the flexibility to reference any data in ServiceNow, and provides multiple presentation vehicles for you to present and communicate results throughout your organization.

Narratives

VividCharts Narratives is an idea that came directly from a customer who was spending multiples days every single month, preparing reports and slide decks with ServiceNow data. This customer was using VividCharts for dashboards and reports, and asked if there was a way to apply the same technology towards a presentation.
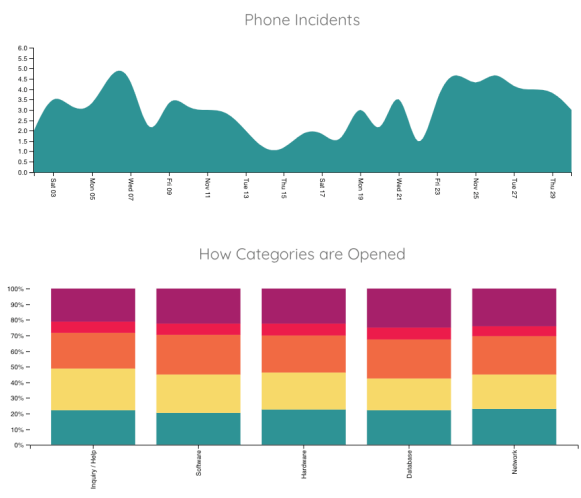
VividCharts' Narrative slide decks allow you to template the data collection, visualization, and layout of your periodic presentations, and spend your time adding valuable business context to the data. You can annotate different metrics and points on a graph to truly tell a story with your ServiceNow data.

Presenting via VividCharts Narratives is an easy win on time savings for those currently manually building presentations today, and creates a better presentation experience for those being presented to through context driving annotations and quality branding.
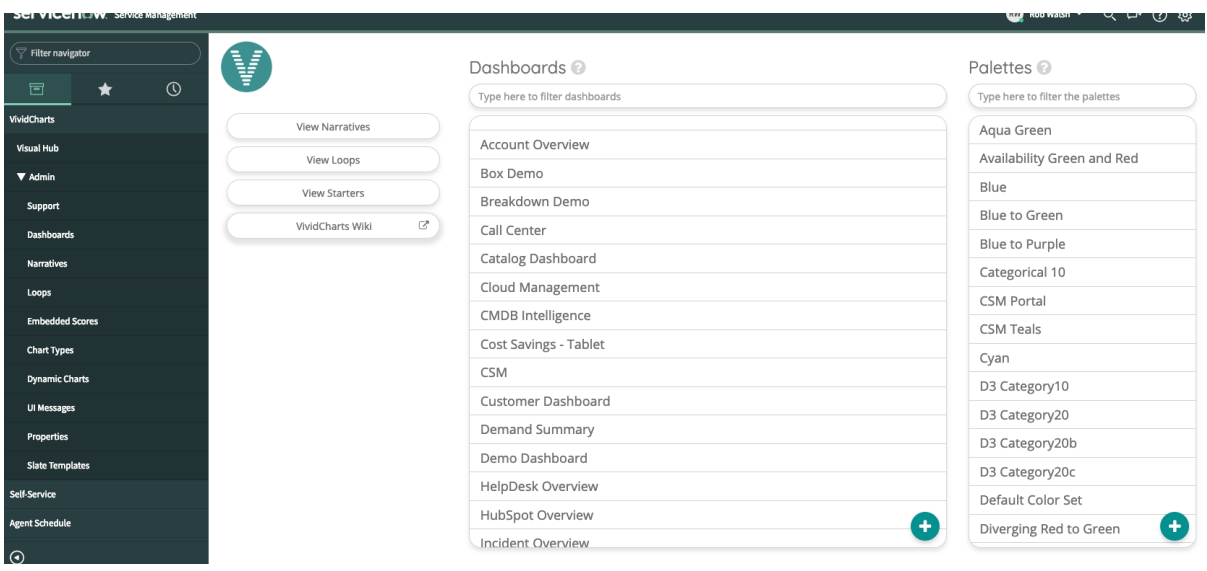
- Phone: 18%
- Email: 15%
- Self-service: 18%
- Walk-in: 16%

- Decline in call-in tickets due to Service Portal revamp
- Jump in call-in tickets on 5/21 because of the email outage
- Walk-in tickets have increased due to extended HelpDesk hours

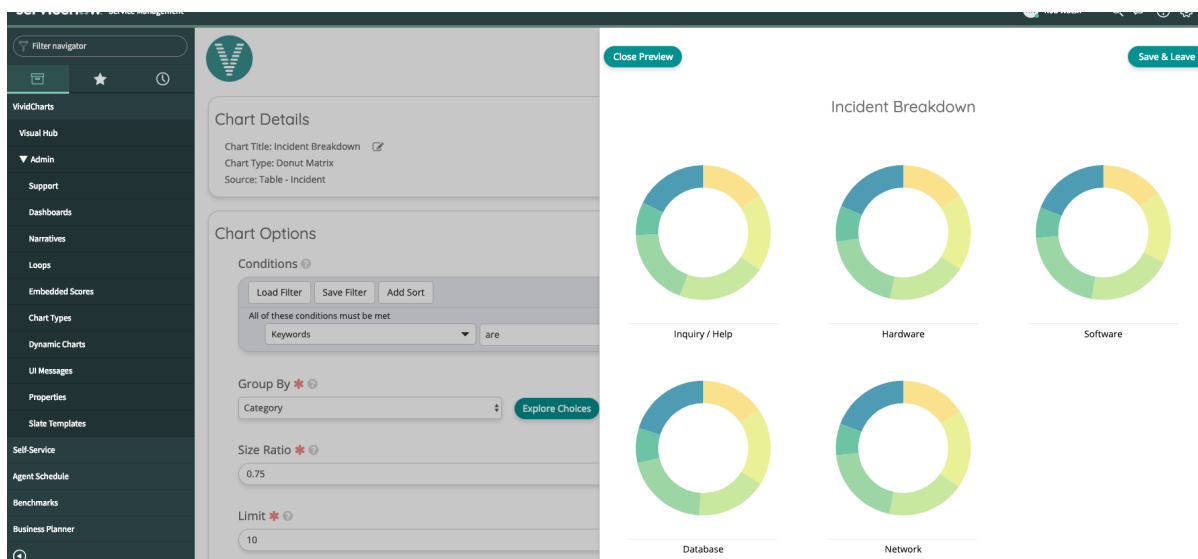Phone Incidents

How Categories are Opened

Visual Hub

The Visual Hub is where all creation in VividCharts takes place. Create new dashboards, Narratives, or even new branded color palettes to communicate the impact ServiceNow is having on your organization, and weave different stories together with your data, geared at different audiences.

From the Visual Hub, you can edit existing dashboards with new text, charts, or layouts. Here you can apply settings to individual charts, or even expand on existing dashboards by adding click through links to more granular breakdowns and visuals. Filters are available to view your data within a certain time frame, or to only see data for a specific team. You can even drop an export to PDF button on any page.
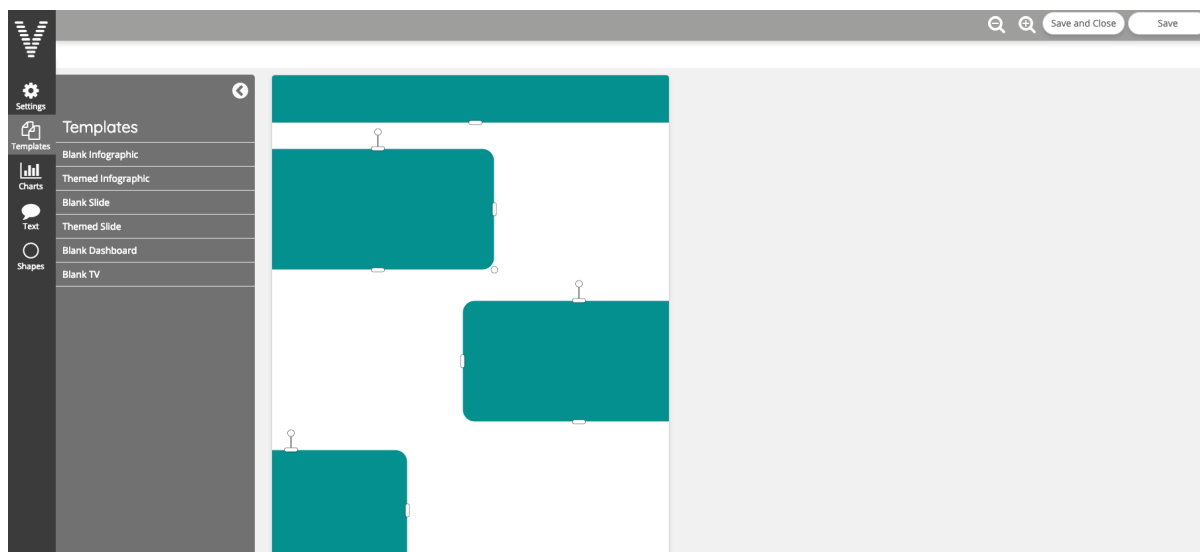

Slate

Putting together presentations and reports should not require a technical skill set. Slate allows any user to intuitively design a dashboard or Narrative, because it strips away the learning curve that typically comes with layouts, containers, and widgets. With Slate, users can add charts, text, bullet points, and shape annotations, and drag and drop them wherever they want to on the page.

Having an easy, intuitive creation interface like Slate, drastically cuts down on the time it takes to create reports and presentations, and allows just about anyone that needs to, the ability to craft their own stories that they feel should be shared throughout the organization.
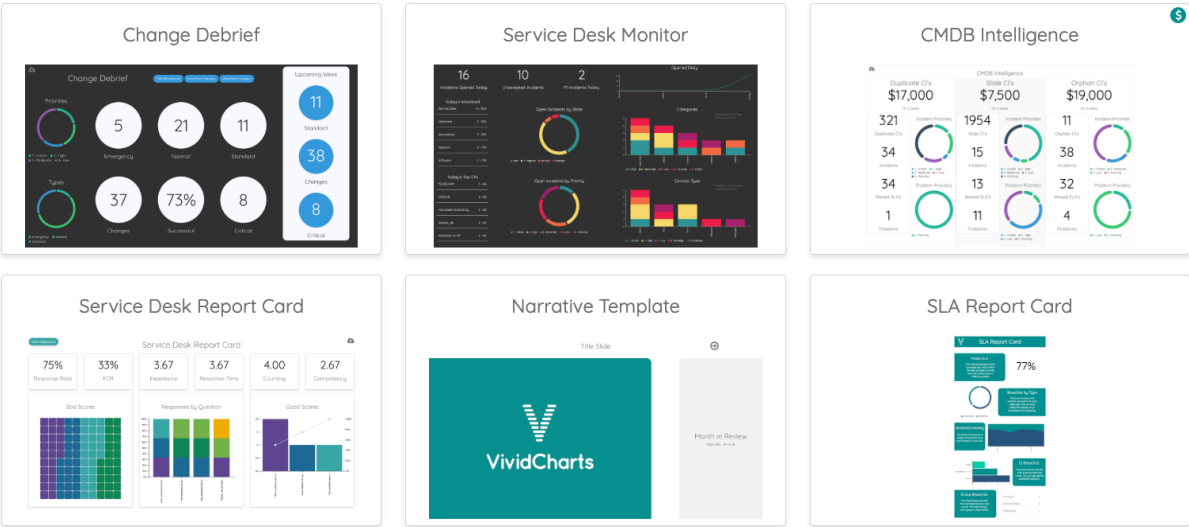
Starters

Out of the Box, process and team specific dashboards, available to any VividCharts customer. VividCharts provides a growing number of downloadable dashboards and Narrative presentation templates, so our customers have them ready to ship day 1. Customers also use these as inspiration for ways to visualize and communicate their own organization's data.

Native and Ready for Install

As a native, scoped ServiceNow application, VividCharts is ready for install and use directly in your ServiceNow instance. It is our goal to give you the tools to communicate the impact ServiceNow is having on your organization, without having to pull data from the platform. Find more info or request a trial here at our Store Page!