

Governance for the Enterprise: De-Risking ServiceNow at Scale





ServiceNow is powering digital transformation across enterprises – but the Now platform isn't one system; it is dozens of disconnected environments, called instances. Without built-in governance to empower delivery with speed, safety, and scale, this complexity risks quickly turning it to chaos, pushing organizations to build manual governance layers which slows adoption and erodes ROI. xtype delivers a governance platform built natively in the Now platform, helping enterprises deploy faster without the manual overhead so that they can realize their ServiceNow ROI and be in full compliance with regulations. With xtype, governance becomes the engine that speeds up ROI, not the brake.



Customer Challenge

A ServiceNow estate is distributed across multiple environments, called instances – dev, test, prod, regional, training – with no central control plane to manage automation, policies and permissions.

This leads to:

-  Regulatory exposure due to manual policy enforcement processes
-  Delayed and unrealized ROI due to manual deployment and release processes
-  Innovation stalled by backlogs and drifting instances
-  Endless clone cycles and war room firefighting

The outcome? Risk compounds, delivery slows, and leadership loses faith in the platform's ROI.

Why xtype?

xtype is the governance control plane for ServiceNow. It unifies all instances under a single layer of visibility, policy enforcement, and automated compliance. Every change is tracked, every role is controlled, and every deployment moves faster without sacrificing safety or scale. Platform teams accelerate delivery, while CIOs and CISOs gain the confidence and control needed to reduce risk and maximize ROI.

xtype's Platform Capabilities



VISIBILITY

See Everything, Everywhere

View every ServiceNow environment difference in a single screen – apps, plugins, update sets, and even data. Drill into who did what, when, and where.



CONTROL

Access Enforcement

Policy-driven delivery, role-based access control, and automated governance workflows across all environments.



ORCHESTRATION

Policy Automation

Replace manual runbooks, spreadsheets, and release-day fire drills. Package everything – deployments, data moves, scripts, pre- and post-clone tasks – into repeatable orchestrations.



COMPLIANCE

Audit Readiness

Always-on audit trails, regulatory alignment (SOX, HIPAA, FDA, etc.), and proactive enforcement of compliance policies.

Immediate ROI

Proven outcomes, achieved as fast as one week post-purchase from top-tier enterprises, include:



43%

improvement
in productivity,
60% reduction in
deployment time



75%

faster audit
preparation



60%

reduction in
post-deployment
issues

“A simple, streamlined view across all instances to easily identify anomalies and discrepancies. Details the needed information for decision making and solutioning to bring instances in line.”

Kerry Ezekiel
Senior Manager – Release Management

