

Securely Add Video Into Your Digital Workplace

USE VBRICK VIDEO ON DEMAND TO GET EVEN MORE FROM YOUR SERVICENOW INVESTMENT

ServiceNow® is a powerful platform for automating processes, reducing costs, and improving employee experiences. Add video to any workflow, including Now Assist, and watch those benefits grow exponentially.



A SECURE VAULT FOR EMBEDDING INTELLIGENT VIDEO IN SERVICENOW

Vbrick, the leading enterprise video platform provider, is trusted by the world's largest brands to meet their end-to-end video needs. We bring our years of experience in managing and safeguarding corporate video content to ServiceNow by offering Vbrick Video on Demand. It's an AI-driven, on-demand video platform that lets you store videos in one secure, consolidated library and easily embed them in knowledge articles, ITSM, employee workflows, and even Now Assist to make information more easily accessible.



Engage and inform large, global audiences at scale. HR, corporate communications, and IT teams can securely embed videos within ServiceNow to improve knowledge sharing.



Automate video capture. Users can easily upload or create new videos with native webcam and screenshare capabilities — all protected by strict security policies.



Increase productivity and employee experiences. Deliver valuable and timely content — enriched with industry-leading AI capabilities such as transcription, translation, summaries, and a video assistant — directly within familiar experiences.



Meet compliance and regulatory requirements. Maintain video-based data confidentiality, integrity, and availability by establishing viewer roles and permissions and defining governance rules so the right messages are seen by the right people, at the right time.



Enhance self-service initiatives. Minimize ticket submissions and optimize resources by embedding video where people regularly visit for information.



Simplify video analytics. Surface and track powerful video insights, including viewing details, on a single platform.



vbrick

servicenow

DATASHEET © Vbrick + ServiceNow Solution

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ENABLE SMARTER WORK, EXCEPTIONAL EXPERIENCES, AND TRANSFORMATIVE OUTCOMES

With your ServiceNow implementation, your organization is well on its way to digital transformation. By adding Vbrick Video on Demand, you can accelerate the benefits of ServiceNow by bringing intelligent video to the pages and portals your teams access every day — all while protecting confidential content.

- ◉ Augment and enhance knowledge sharing by providing relevant video content
- ◉ Improve processes across the enterprise by harnessing the power of video
- ◉ Create an ecosystem that eliminates friction and accelerates growth
- ◉ Deliver a unified experience where information is available for the right users, when they need it

Use Video to Drive More Value from ServiceNow for Your Entire Organization

Our flexible offers let you add video to specific ServiceNow workflows or across your entire platform.

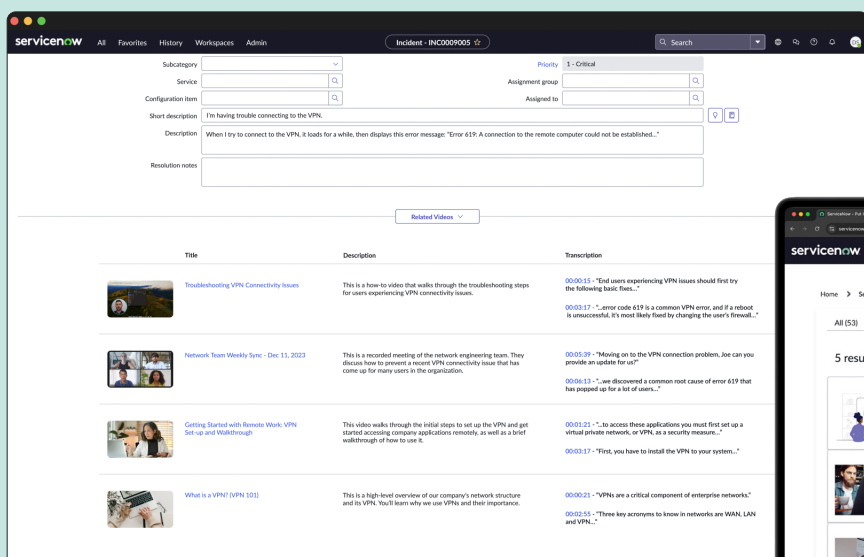
IT	CRM	Employee Experience
Publish videos and knowledge articles to improve self-service and case deflection rates. Examples: ◉ Instructions for installing new software ◉ Steps to update passwords ◉ Process for creating/submitting tickets	Create a secure, centralized video vault where customers, support agents, and field techs can easily search for and access video content. Examples: ◉ How-to and promotional videos ◉ Service overviews ◉ Product support	Create and embed videos in employee hubs to improve communications and engagement. Examples: ◉ HR's new open enrollment benefits explainer video ◉ IT's hot desk policy review ◉ Executives' latest town hall recording

THE VBRICK ADVANTAGE

- ◉ **Fast installation:** Out-of-the-box, pre-built integration
- ◉ **Native integration:** The only certified video app in the ServiceNow Store
- ◉ **Release-ready:** Testing is a standard practice with each ServiceNow release
- ◉ **Lower maintenance:** Vendor-supported — no continuous in-house or third-party development required
- ◉ **Enterprise security:** SOC 2 Type II audited, GDPR compliant, FedRAMP authorized, and built with role-based access controls
- ◉ **Predictable cost:** Lower total cost of ownership with controlled, manageable spend
- ◉ **Seamless user experience:** Seamless authentication, in-platform playback, and AI-powered search and discovery

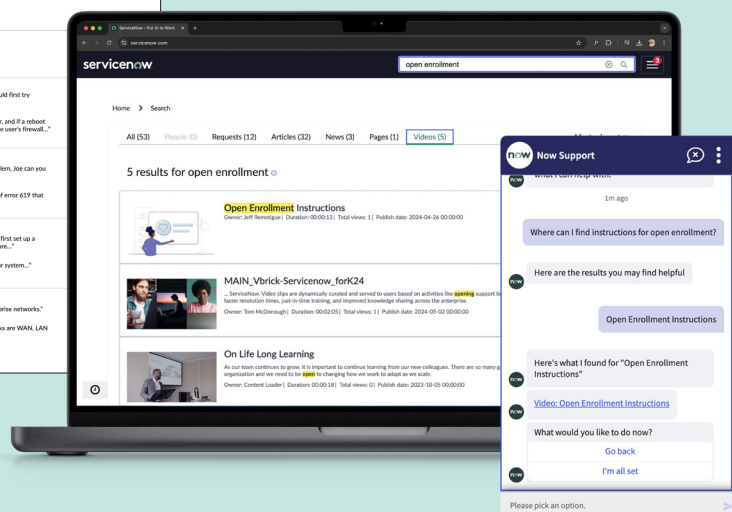
“Implementing Vbrick’s video integration solution has truly transformed how we manage and deliver video content across our organization. **The setup process was refreshingly simple**, and the seamless integration with our Content Publishing application allows us to automate video launches to a variety of complex populations with ease.”

– Teresa Caravajal, Principal HR Technology Analyst, C.H. Robinson



Surface relevant videos in ITSM to speed case resolution.

Turn video content into actionable intelligence for Now Assist, fueling AI agents and automated workflows.



The integration with ServiceNow and Vbrick Video on Demand lets you create rich and compelling content experiences that include video to increase employee engagement, reduce the volume of service requests, and keep your organization's video safe and secure. Talk to our team of experts to learn more about how we make it happen.

LEARN MORE

visit: www.vbrick.com/demo
or email: servicenow@vbrick.com



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