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SERVICENOW PRACTICE · NONPROFITS

Fast front door *or full platform?*

Flow by ServiceNow is a new AI service desk that answers staff in Teams, Slack and email, and ServiceNow says it can be live in a day. It is a smart start for many nonprofits, but it is not a replacement for the full platform.

START FAST

Flow

A front door, in the chat tools staff already use.

- IT run from an inbox or spreadsheet
- Chapters, affiliates and field offices
- HR and finance teams answering repeat questions

GO DEEP

Full ServiceNow platform

The system of record behind it.

- Change, problem and asset management
- SLAs, audit trails and funder reporting
- Phone support and sensitive data

Know the meter *before it runs*

$2
per conversation, resolved or not

$10K
annual minimum, about 5,000 conversations

10
AI Assists per conversation for current ServiceNow customers

Book a free 30-minute *Flow Fit Check*

We help nonprofits choose, pilot and connect the right option. You will leave knowing what fits and roughly what it costs.

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