SumUp Analytics Receives Application Certification from ServiceNow

San Francisco, CA — July 15, 2020 — SumUp Analytics today announced their acceptance into the ServiceNow Partner Program. Program membership entitles SumUp Analytics access to ServiceNow tools and resources, enabling SumUp Analytics to accelerate IT service automation engagements.

SumUp Analytics has also received certification of its application with ServiceNow, available now in the [ServiceNow Store](). Certification by ServiceNow is only granted to apps available in the Store and signifies that SumUp Analytics has successfully completed a set of defined tests focused on Now Platform security, compatibility, performance, and integration interoperability. The certification also ensures that best practices are utilized in the design and implementation of SumUp Analytics with ServiceNow.

SumUp's Text-AI platform enables organizations to drive operational efficiency and accelerate time to resolution thusly reducing mean-time-to-recovery and mean-time-to-repair. SumUp's platform streamlines insight extraction through the real-time and unsupervised analysis of support ticket text content and offers a high degree of flexibility and tunability across all verticals and issue types. It captures case descriptions, comments and work notes from both ITSM and CSM tickets to better inform decision-making, accelerate process improvements and expand knowledge bases.

"Operational failures and deficiencies cost companies north of $100k *per hour. Gaining an* understanding of the key information in your support content from all angles, within minutes, will inevitably compress your mean time to repair and recovery, and support your firm's operational efficiency and resilience. SumUp offers this at scale, and our integration to the Now Platform® ensures a seamless deployment." – Emmanuel Vallod, SumUp Analytics CEO

SumUp Analytics is an AI company focusing on accelerating enterprise organizations' understanding of their text data through a Tableau-like platform. High-impact use-cases of the platform include support ticket intelligence for DevOps, voice of the customer for Product & Marketing teams. SumUp core technology is a proprietary, unsupervised approach that allows it to be an industry, department, and language agnostic solution, delivering insights and continuous intelligence from the unstructured text generated across internal and external data silos. This approach is the product of a decade of research originated at UC Berkeley and refined and productized at SumUp to ensure that the product is easy, clear and fast for users.

ServiceNow Store

The ServiceNow Store is the exclusive source for Now Certified apps from ISV Technology Partners that complement and extend ServiceNow and accelerate time to value for customers.

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