NORSEMAN
DEFENSE TECHNOLOGIES

ServiceNow at the Edge

As organizations increasingly rely on real-time data processing and automated workflows, the need for efficient IT service management (ITSM) at the edge has become critical. ServiceNow at the edge enables enterprises to maintain operational continuity, improve incident response times, and ensure seamless IT and business processes even in environments with limited or intermittent connectivity. By deploying ServiceNow's capabilities at the edge, organizations can reduce latency, enhance security, and maintain mission-critical operations in remote or disconnected locations.

CHALLENGES

> **Network Latency & Connectivity Constraints**
> Many remote locations, such as military bases, offshore platforms, and industrial sites, experience unreliable or high-latency network connections, making real-time ITSM and automation difficult.

> **Data Security & Compliance**
> Edge environments often process sensitive data that must be secured against cyber threats while also complying with industry and government regulations.

> **Incident Management & Resolution**
> Organizations operating at the edge require rapid response to IT incidents, but without real-time

> **Limited IT Resources**
> Many edge locations operate with minimal IT staff, making it difficult to troubleshoot and resolve system failures efficiently.

> **Scalability & Integration**
> ITSM solutions must be flexible enough to integrate with various edge computing environments while scaling to support dynamic workloads.

Intro to Edge Computing

In today's fast-evolving landscape, the need for real-time data processing and actionable insights at the edge has become a critical priority for mission-critical operations. Odin's Edge, powered by Norseman Defense Technologies, is designed to address these demands by delivering scalable, high-performance computing solutions in ruggedized, portable environments. This solution brings unparalleled flexibility, enabling data-driven decisions at the tactical edge while ensuring robust security and seamless scalability.

Use cases

> **Automated ITSM for Remote Operations**
> By deploying ServiceNow's ITSM platform at the edge, enterprises can automate ticketing, asset management, and workflow orchestration locally.

> **AI-Driven Predictive Maintenance**
> By integrating ServiceNow with AI-driven predictive maintenance at the edge, organizations can analyze data from sensors in real-time to detect and schedule repairs.

> **IR andCybersecurity Automation**
> Deploying ServiceNow's Security Operations (SecOps) platform at the edge allows organizations to automate threat detection, enforce security policies, and respond to cyber incidents in real-time.

> **Field Service Optimization for the Edge**
> Coordinating field service teams in remote areas can be complex, especially with limited access to centralized IT support.

> **ServiceNow & AI for Disaster Response**
> ServiceNow at the edge enables automated resource allocation, communication tracking, and logistics management—ensuring that emergency responders can operate efficiently even in degraded network conditions.