



Re-Tailored to Fit – Customization of ServiceNow®

servicenow™ Case Study

“ abhra Inc. revamped customizations so that redundancies were removed as well as legacy processes and functionalities. In addition, they greatly enhanced user experience in the system. ”

– IT Services, Director

Client Description

A world leader in Catering and Support Services with operations in 50 countries. The company serves over 5 billion meals a year and is a Fortune Global 500 company.

Business Problem

- High request creation times due to complex user interfaces in the Service Portal.
- Difficult to use Content Management System and processes.
- Glitches in existing functionalities with custom applications.
- Duplicate and redundant processes and catalogs.

Modules

- IPCC
- Service Catalog
- Content Management System
- Service Portal
- Custom App
- Development and Integrations

Solution

- Revamped the Content Management System.
- Redesigned the Service Portal for improved usability and navigation.
- Mobile App integration through REST.
- Custom Application design and development for new service requests for the end users.
- Rationalized Service Catalogs and redesigned request pages.

Benefits

- Reduced number of incidents.
- Reduced Service Request creation and resolution times.
- Streamlined and updated Content Management System.
- Omni-channel service delivery.
- Uni-directional integration of end users to ServiceNow®.