

Cloud Makeover - Optimization of ServiceNow®

servicenow™ Case Study

“Thanks to abhra Inc. for their optimization of our ServiceNow® platform. They reduced the number of service catalogs in the system, and increased visibility into day-to-day operations by building reports and dashboards.” ”

– IT Services, Director

Client Description

A leading operator of membership warehouse clubs in the Eastern United States with over 200 clubs and 25,000 employees across 15 states.

Business Problem

- Different 3rd party tools stored department and employee data separately. This made it difficult to manage resources and requests.
- Disparate sources in which Catalog Items were tracked.
- Limited visibility into day-to-day operations.
- Complex user interfaces hindered request creation and affected user experience.
- Email and phone calls became major channels for Service Desk.

Modules

- Service Catalog
- Service Portal
- Incident Management
- Knowledge Management
- Platform Features
- Dashboards, Workflows, Reports
- Integration with Active Directory, PeopleSoft, etc.

Solution

- Integrated 3rd party tools namely AD and Peoplesoft with ServiceNow®.
- Streamlined Service Catalog and optimized workflows.
- Rolled out Performance Analytics as well as customized Live Dashboards and Reports.
- Implemented Service Portal with customized look and feel that simplified the request creation processes.

Benefits

- Automated population of resource and department data from 3rd party integrations and built organizational structure.
- Automated approval and request fulfillment process.
- Rationalized Catalog and streamlined Procurement and Return process.
- Real-time status updates on requests and incidents.
- Optimal utilization of resources and enhanced user experience.
- Reduction in call volume to Service Desk.