

Healthcare firm boosts customer base with ServiceNow

A \$60-billion consumer healthcare firm overcame the challenges of aging technology, evolving applications and increased data integrity requirements with an automation-based solution.

ADDRESSING THE MANDATE

As part of their overall modernization efforts, the client was looking for a partner to set up, implement and integrate the ServiceNow platform. This included:

- Analysis of systems, architecture, deployment model patterns and requirements in the context of a ServiceNow implementation
- Technical assessment and development of a phased ServiceNow implementation roadmap

THE RESULTS

Enhanced Service Capabilities

Customer service portal features Case Management integrated into business operations

ServiceNow integrated all ITSM modules and a large user base to drive case creation

Improved Productivity & ROI

A more flexible service platform for greater scalability, improved operations and simplified maintenance protocols

Richer, more intuitive UIs for higher online enrollments and customer experience

Product engineering efficiencies via automation tools

Ability to rapidly expand business functionality at optimal cost

THE CHALLENGES INVOLVED

01 Priority Deadlines

The client's business units were poised to deploy customer service management, service desk and managed services operations - this imposed a very short timeline to deliver the project

02 Obsolete Systems

Legacy environment and infrastructure posed challenges in the context of evolving applications and an increased demand for real-time data feeds



THE APPROACH & THE SOLUTION

Collabera undertook a technical assessment of the client's IT landscape and developed a ServiceNow implementation roadmap. This included

- Implementing the ServiceNow Integrated View and UI, as well as integrating security features and developing a service portal blueprint
- Designing, configuring and integrating process protocols, documenting the object model hierarchy
- Determining and implementing the UI policies
- Building advanced self-service features including billing, payment, service orders and service desk knowledge management
- Designing the base portal and setting up the required plugins

Founded in 1991, Collabera is a leading global IT staffing and services company that helps enterprises transform their technology, processes and operational models. We empower our customers by overcoming bottlenecks and silos, and building connected business systems that scale in real time.

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