IT giant drives growth with ServiceNow

Collabera®

A pioneering Silicon Valley technology company needed to power higher levels of user adoption and customer satisfaction by leveraging advanced ServiceNow capabilities.

ADDRESSING THE MANDATE

As one of the original Silicon Valley start-ups, the client today has annual revenues of over $55 billion. They needed an experienced partner to help them,

- Create tools to drive a service experience that improved user satisfaction and adoption

- Improve growth and efficiency KPIs

THE RESULTS

Efficiency Maximized

Platform allows for greater exploitation of technology investments and rapid expansion of online business functionality at optimal cost

Flexible and scalable service platform allows for improved operations and maintainability of the system

Automation tools in place to enhance product engineering efficiencies

Customer Satisfaction Improved

Enhanced ServiceNow integrated with business operations

ServiceNow integrated with large user base for creating cases and all ITSM modules

Intuitive UIs that drive higher online enrollments, directly improving customer satisfaction

THE CHALLENGES INVOLVED

01 Paucity Of Resources
The client did not have the tools and expertise to fully take advantage of their ServiceNow implementation

02 Change Management
Lack of suitable change management processes to enable strategic goals and maximize ROI from platform deployments

03 Integration Roadblocks
The customer's existing infrastructure did not have the optimizations and interfaces in place to ensure smooth integration with our ServiceNow solution

THE APPROACH & THE SOLUTION

Collabera participated in the ITSM component of the Contractual Framework project by supplying expertise in ServiceNow and the associated integrations with a view to,

- Assisted in the documentation of the interactions between existing source systems and ServiceNow

- Developed an Agile project plan and integration stories for better user experience

- Integrated customer-facing client systems

- Developed mid server uses capability for integrations that are externally exposed

- Created and designed ITSM interface inventory for API integrations

- Built automated procedures to test integrations

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.

For more information, visit: itservices.collabera.com

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