

# Global auditing firm enhances customer experience with ServiceNow

One of the world's most prestigious auditing and financial advisory firms needed to develop their service infrastructure to address new business offerings, expanded capabilities and growing customer volumes.

## ADDRESSING THE MANDATE

The client was looking to upgrade their existing service infrastructure and required support and service desk implementation for their new business offerings within the business and financial intelligence verticals.

- Assessment of existing service capabilities
- ServiceNow development and support
- Support and service desk implementation

## THE RESULTS

### Enhanced Service Capabilities

Improved customer service portal that features case management integrated into business operations drives visibility and experience for customers.

All ITSM modules integrated driving better integration and productivity

ServiceNow implementation as the backbone of all service operations for support

### Improved Productivity & ROI

Faster approval workflow with a complete audit trail drove compliance and ownership at each component level, ensuring faster turnaround for day-to-day authorization requests in the chain.

Change management became much more granular, yet simple for data tracking and connecting to end components.

Drill down view of various metrics to assess effectiveness of services offered across various lines of business with varying support requirements – real-time, customizable dashboards.

Improved resolution time compliance for L1 and L2 support to 90% with automation of monitoring and faster approval workflows.

Swift integration of new service offerings in the overall catalogue, effectively enabling IT to respond to business demands at a pace which aligns with rapidly changing business requirements.

Automation enabled teams to respond quickly to critical system parameters without having to maintain explicit NOC services.

Increased visibility and governance in terms of offerings to end users.

A highly organized and secure document and knowledge management framework that enhances productivity and effectiveness of support teams as well as end users.

Quality score of 99% for compliance and customer experience for services rendered

First contact resolution increased from 43% to 74%

## THE CHALLENGES INVOLVED

### 01 Legacy Systems

Ageing technology infrastructure could not keep up with evolving applications, and a heightened demand for data integrity and real-time data feeds

### 02 Greenfield Environment

New infrastructure and management platform for the existing service team translated into service transition and access management challenges

### 03 Delayed Response

Customers were unhappy with the extended resolution times that they faced with each service request

## THE APPROACH & THE SOLUTION

Collabera ran an assessment of the client's current service capabilities and built a complete ServiceNow solution which included:

- Created and implemented knowledge management, change management and service request management protocols and toolsets
- Introduced advanced self-service features for billing, payment, service orders and the service desk
- Development of a phased ServiceNow implementation roadmap
- Designed and set up the service portal, required plugins and CSM
- Configuration and setup of foundation data tables
- Setup and configuration of CMDB
- Created and enforced business rules and UI policies

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](https://itservices.collabera.com)

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