

CASE STUDY

Optimising IT Service Management via a ServiceNow Deployment

Implementation Consultant

Major inefficiencies in IT service management processes, manual handling caused delays and inconsistencies, unauthorised changes led to system downtime issues, the project aimed to automate workflows using ServiceNow, improve visibility and compliance with best practices, enhance user experience and streamline operations.

CHALLENGES

- Manual processes delayed incident resolution times.
- Unauthorised changes caused system outages.
- Lack of automation increased workload and delays.
- Disconnected systems led to data inconsistencies.
- High service request volumes caused fulfilment delays.

STRATEGIC RESPONSE

- Engaged stakeholders to define requirements.
- Mapped workflows to identify inefficiencies.
- Automated processes to improve response times.
- Integrated systems for seamless data flow.
- Developed dashboards for real-time tracking.
- Conducted UAT to ensure system reliability.
- Monitored performance for continuous improvement.

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RESULT



617 hours/month



\$385K savings

CONCLUSION

- Project improved operational efficiency significantly.
- Automation reduced manual intervention in processes.
- Achieved substantial cost savings across operations.
- Enhanced user experience with self-service portal.
- Improved user satisfaction and employee productivity.
- Scalability ensures future growth and flexibility.
- Alignment with ITIL best practices ensured compliance.
- Strategic goals supported through optimized processes.

Case Study Reference - 1980



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