ServiceNow Implementation Helps a Cloud Communications Company to Standardize Request Management and Improve Reporting

Customer Overview

Customer
A cloud communications company

Profile
The client empowers organizations to leverage communications and data to add intelligence and security to every step of the customer journey.

Industry
Software Development

Services
ServiceNow

Business Need

The cloud communications company was undergoing a merger. With two high-growth companies, having doubled in size over the past two years, merging with different IT Support teams and tools, there were many challenges that need to be addressed:

- The merging companies had several point/silo solutions to handle Service Management.

- Legacy systems/ manual spreadsheets and dual processes made reconciling end-user hardware assets a manual process fraught with errors.

- Finance teams lacked visibility into end-user computing assets.

- Third-party demand management for end-user assets was a siloed process, independent of a standard Asset Management process, limiting visibility to end users connecting to the network.

Solution and Approach

Synoptek successfully implemented ServiceNow as a unified, standardized platform solution to scale with the organization's growth and evolving needs. This strategic approach empowered the organization to leverage ServiceNow's full potential, driving innovation and operational excellence across various departments.

We integrated several key ServiceNow modules, including:

•   ServiceNow® IT Service Management to optimize IT operations, enable faster issue resolution, and improve service delivery.

•   ServiceNow® HR Service Delivery to streamline human resources processes, enhancing employee experiences through efficient workflows and self-service capabilities.

•   ServiceNow® App Engine for the rapid development and deployment of custom applications.

Business Benefits

With Synoptek's ServiceNow services, the merging companies can use a single, unified platform solution across the merged organization, merging multiple siloed service management tools into one cohesive system for streamlined operations.

By moving teams from disparate solutions, email, and Slack to structured processes, ServiceNow allows the client to:

•   Automate tasks and workflows and reduce manual errors associated with spreadsheets and duplicate processes.

•   Get real-time insights into end-user computing assets, improving financial planning and management.

•   Improve reporting and metrics visibility while supporting organizational growth and adapting to changing business needs.

•   Use a self-service portal to standardize request management and provide end-to-end visibility for users and fulfillers.

•   Reduce complexity and confusion by having a single-entry point for any service request coming from the customer.

About Synoptek

Synoptek delivers accelerated business results through advisory-led, transformative full-life-cycle systems integration and managed services. We partner with organizations worldwide to help them navigate the ever-changing business and technology landscape, build solid foundations for their business, and achieve their business goals.