

Highlights

Initiative:

Service management platform selection, implementation and adoption

Industry:

Passenger transportation service provider

Business:

One of Canada's largest providers of passenger transportation services in a fast paced, competitive industry, industry with a customer service focused culture needed to upgrade its service management platform.

Key client challenges:

- Existing service management platform due for upgrade
- Defining RFP requirements
- Establishing vendor and implementation partner selection criteria
- Selecting a suitable partner for implementation
- Managing the implementation and ensuring end user adoption of the new processes and service management platform

Duration:

- Vendor selection: three months
- Platform implementation: five months

Delivery objectives:

- Define service management RFP requirements
- Define platform vendor & implementation partner evaluation criteria
- Service fulfillment timeframes that improve the user experience
- Implementation services including:
 - Project management
 - Process definition & design
 - Testing, training, user adoption support

Getting customer focused with the ServiceNow platform

The right platform plus focusing on the end user experience equals a smooth implementation

Getting the process right

In a relatively short time period, this passenger transportation service provider experienced tremendous success and explosive growth. Even though customer service was core to its brand, rapid growth had challenged the organization's ability to deliver quality IT services to internal clients.

Faced with the requirement to upgrade or replace its current service management tool, this organization first needed to define its service management platform requirements in order to develop a robust RFP process and vendor evaluation criteria. The organization also needed a partner to implement the platform.

Integritas was engaged in an advisory capacity to guide the development of the RFP requirements and project scope which included incident management, request fulfillment, change management, and a configuration management process and data base (CMDB). Vendor evaluation criteria also needed to be defined.

Integritas was able to help this organization interpret vendor responses and understand the implications of the proposed alternatives. At the conclusion of a rigorous process, the client selected ServiceNow as their service management platform.

Choosing the right partner

The next step for this organization was to conclude their evaluation process and select their implementation partner. Integritas was engaged to lead the project team, providing project management and process advisory services which included process requirements definition, process design, testing, training and user adoption.

Armed with their ServiceWise methodology, Integritas worked with the client to understand the business need and the relationships between people, process and tools. Only then, did they move to a process design stage in order to enable the automation of the processes in ServiceNow.

Executing this on time, on budget initiative in the five-month time frame required seasoned leadership, experienced people and a distinct appreciation for the end-user experience.

A service focused outcome

Because of the emphasis on the relationships between people who do the work, people who use the services, and the processes to deliver service, an intuitive service model is developed from the perspective of the customer, first.

“They are not pure IT people, so they look at things more like a customer” -Sponsor IT Manager

The benefits are significant: service complexity is reduced. tool configuration is more efficient, roll out and implementation is easier, adoption rates are better and the end user experience is significantly improved.

Three years later, this organization continues to reap the benefits of service management, extending the ServiceNow platform beyond the walls of IT into other parts of the organization such as facilities management and HR.

The Integritas Way

Integritas specializes in service management.

We combine our passionate belief in the value of good process and our battle tested ServiceWise methodology with a collaborative client approach, in order to optimize service delivery.

We have years of experience with the ServiceNow platform and a deep understanding of its possibilities. Through our belief that people, process and technology must be considered together, we can help organizations deliver measurably better service performance.

Since 2007, we have completed more than 50 service management projects across a broad range of industry verticals with our team of process experts who are passionate and enthusiastic about improving service management.

Learn more at integritas.ca

“The go-live went smoothly with very minor issues that were all anticipated and we are excited with the potential of ServiceNow as a platform. Integritas acted as a true partner, working collaboratively with our team to get things done. The support of key Integritas resources aided in achieving our vision for the initial deployment, and we are appreciative of their commitment to ensuring success.” -Sponsor IT Manager

