

Revolutionize Enterprise Operations

How to Transform Your
ServiceNow Delivery



Executive Summary

This whitepaper is designed for CTOs, CIOs, IT Managers, and Business Operations leaders seeking to overcome challenges with their current ServiceNow implementations. If your organization is experiencing fragmented tools, inefficient workflows, or lack of visibility across departments, this guide outlines a proven, phased approach to transform ServiceNow into a powerful engine for operational excellence. Discover how Cloud Consulting, Inc. helped a global logistics company reduce downtime, streamline service delivery, and significantly boost employee satisfaction.



Intro

In today's digital age, various industries are seeking integrated, scalable, and revolutionary service management solutions. ServiceNow, a leading cloud-based workflow automation tool, stands at the front of enterprise service transformation.

Cloud Consulting has assisted various clientele to maximize their ServiceNow investments by streamlining workflows, adding custom components to improve user experience and has optimized overall operational efficiency.

This guide provides insight into how Cloud Consulting has leveraged its ServiceNow expertise to revamp operational inefficiencies found within a large logistics company and as a result, accelerate their digital transformation.

About Cloud Consulting Inc. (CCI):

Empowering Your Technology Transformation

Cloud Consulting Inc., headquartered in Atlanta, Georgia, is a premier IT services and consulting firm that specialized in Advisory, Managed and Professional Services. Cloud Consulting has the ability to leverage emerging technologies and creative solutions in order to unlock new business opportunities, ensuring seamless integration with enterprise applications such as Salesforce, SAP, Oracle, ServiceNow and many more. CCI's FinOps expertise offers insights into effective cloud cost management and reporting; paired with our full-stack development capabilities, this can bring your custom app visions to life.

As a 5-star rated Salesforce partner on AppExchange, our approach is grounded in understanding client needs and building secure, innovative and efficient automation for all.

The Trial:

Inept IT Operations in a Global Logistics Company

A global leading enterprise within the logistics industry faced severe challenges in managing its defective IT operations.

Challenges the client faced:

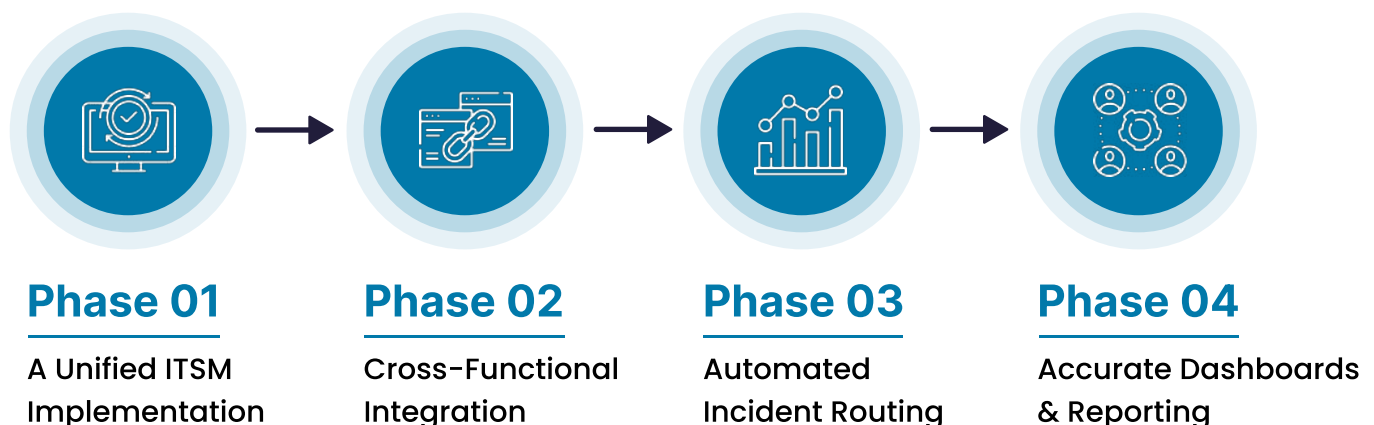
- Multiple fragmented and disparate service tools, leading to a lack of visibility
- Manual inputs causing delays in incident and request resolutions
- Faulty integration between ITSM, HR and Facilities functions
- Inaccurate reporting methods which hampered decision making

These issues caused prolonged service downtimes, elevated operational costs, and critical employee dissatisfaction.

The Solution:

Cloud Consulting's ServiceNow Remedy

To fully remediate the company's various issues, Cloud Consulting proposed a multiphase implementation and optimization of the ServiceNow system.



Phase 01

A Unified ITSM Implementation

Cloud Consulting first began by compiling all legacy tools into a single and standardized ServiceNow IT Service Management sector. By doing this, this reduced the overall ticket resolution time by 40% and increased SLA compliance.

Phase 02

Cross-Functional Integration

In order to ensure seamless cross-departmental collaboration, the ServiceNow platform had to be extended and integrated across teams, such as HR and Facilities. This improved processes such as onboarding, resource allocation, and access provision.

Phase 03

Automated Incident Routing

Within this phase, Cloud Consulting implemented a routing engine to auto-assign tickets based on category, department, and urgency, allowing a streamlined approach to incident resolution.

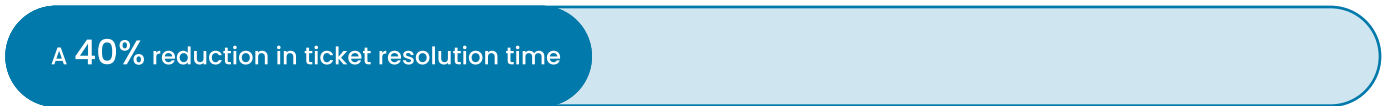
Phase 04

Accurate Dashboards & Reporting

Lastly, custom performance dashboards were introduced, along with their respective filter options, to monitor resolution time, the ticket backlog, and user satisfaction across departments.

The Results:

The outcome of the implementation of the multiphase approach, allowed for the following to occur:

A horizontal progress bar with a dark blue segment on the left representing 40% and a light blue segment on the right representing 60%.

A 40% reduction in ticket resolution time

A horizontal progress bar with a dark blue segment on the left representing 50% and a light blue segment on the right representing 50%.

A 50% decrease of the incident backlog

A horizontal progress bar with a dark blue segment on the left representing 90% and a light blue segment on the right representing 10%.

A 90% increase in cross-functional efficiency

A horizontal progress bar with a dark blue segment on the left representing 35% and a light blue segment on the right representing 65%.

A 35% growth in overall employee satisfaction scores

Why Choose Cloud Consulting for Your ServiceNow Implementation?

Cloud Consulting understands that ServiceNow is more than just a tool; it is a strategic system that drives efficient excellence and innovation. Our tailored solutions align with unique business needs, allowing you to obtain the most from your ServiceNow investment. From certified ServiceNow professionals, to end-to-end capabilities, as well as extensive industry experience and multilingual delivery teams, we're committed to providing you with what you need and more. We partner with you throughout the transformation, each step of the way.

Want results like these?

Schedule a free ServiceNow readiness assessment today.

Let's Connect

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