



CASE STUDY

Meeting 100% SLA Compliance with ServiceNow ITSM Suite



Company

An American multinational software company.



Challenge

The company struggled with their existing service desk and disconnected incident management, problem management, change management, event management, and knowledge management tools. They wanted to replace everything with ServiceNow ITSM to improve customer satisfaction levels and develop a service delivery SLA process to drive smooth and consistent service delivery.



Solution

V-Soft implemented the full ServiceNow ITSM suite following best practices for process configuration. The team discovered and mapped Configuration Items (CIs) with Service Mapping to manage all parts of IT Service Management. The V-Soft team also implemented ServiceNow ITOM Discovery, Service Mapping, and Event Management.



Result

The implementation created visibility into the company's IT Service Management CIs and empowered a centralized ServiceNow operations team (instead of a disparate regional ITSM service desk), which provided a single point of contact for end users, resulting in 100% SLA compliance and reduced Mean Time To Resolve (MTTR) by 20% for issues and requests.

SLA compliance

100%

Reduced mean time to resolve

20%

TECHNOLOGY APPLIED

- ServiceNow ITSM
- ServiceNow ITOM
- Discovery
- Service Mapping

