FIRST IMPRESSIONS

An Enterprise Service Management Story

IT desks field a stream of service requests from across the enterprise and deftly dispatch the appropriate response to the right stakeholders. But when business units confine the conversation to only themselves, the interdepartmental dialogue is not always smooth.





Siblings Nina & Nathan Newhire share their very contrasting onboarding experiences...

LOGGING ON



Hannah, the HR Coordinator, used ServiceNow to alert the staff of Nina's arrival. On her first day, Glen from IT was already there to give Nina an email system tutorial before her coffee cooled.



Nathan's manager a hiring alert email days in advance to notify him of Nathan's impending arrival, giving him what she thought was plenty of time to prepare a plan and to work with IT to build out a custom workstation for the new video production role Nathan would be be filling.

LOOKING BUSY



several campaign examples to review so she could hit the ground running on her first day as Marketing Associate.

Hannah, Nina's future boss sent her



manager's inbox, leaving Nathan to spend most of his first day watching old video reels in a temporary workstation while colleagues scrambled to piece together an onboarding plan. **LOCKED OUT**



After receiving his alert from Hannah,

the Facilities Manager notified Nina to

let her know which parking spot to use

and how to buzz into the building

on her first day.



locked out of the office for 20 minutes after accidentally timing his first coffee run during the receptionist's break. **LOOSE CHANGE**

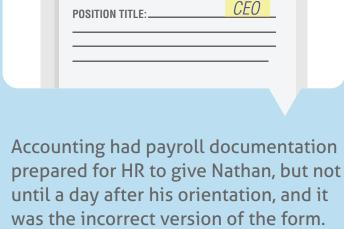
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his vendor to process, leaving Nathan

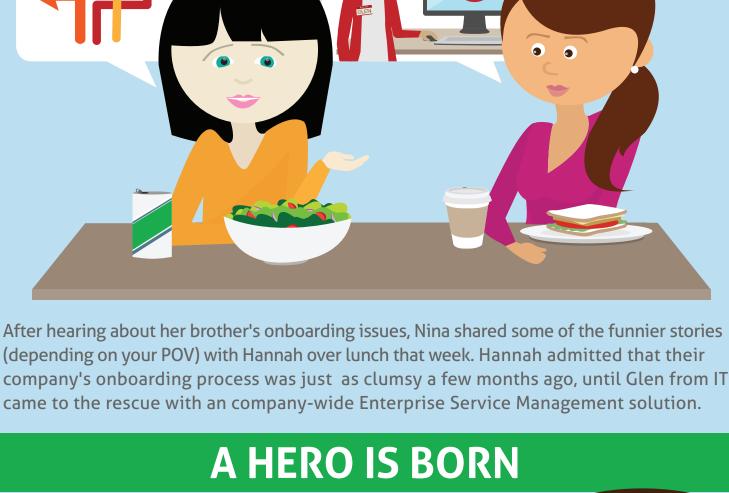
EMPLOYEE NAME: Nathan Newhire



COMPARING NOTES



DATE OF HIRE:



After hearing one too many "onboarding gone bad" stories and other department-specific service request fiascos, Glen suggested that the ServiceNow solution be used to address a variety of Enterprise Service Management situations throughout the business.

PROCUREMENT

CALL CENTER



ACCOUNTING LEGAL Maintenance Docketing

Work Orders **Conflict Tracking** Assets Ticket Prioritization Mobile

Ticket Resolution Call Routing Customer Support

As Glen noted, each department could more efficiently track and deliver services by utilizing the workflow automation capabilities that are native to ServiceNow.

Following impressive results from HR's pilot program, everyone is asking Glen what his new smart system can do for them!

HISTORY OF PROCESS TRANSFORMATION AND PRACTICAL RESULTS. FROM ROBUST SERVICE OFFERINGS TO INNOVATIVE PRODUCTS, WE PROVIDE TECHNOLOGY-ENABLED TOOLS AND SUPPORT TO HELP OUR CUSTOMERS





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