

## Domain-separated ServiceNow ITSM

A leading global supplier of technology and services achieves smooth client onboarding and management of multiple clients' data on a single platform with domain-separated ServiceNow ITSM.

### Industry & Region

Technology, Information, & Media, USA

### Technology Stack

ServiceNow ITSM

Domain Separation

Service Catalogs

Agent Workspace

### Client Overview

Our client—a leading global supplier of technology and services—provides industrial software and smart solutions for homes and offices. Their expertise spans IoT, cloud and mobility solutions, and sensor technologies. The client's main focus is to improve the quality of life around the world.

## Business Challenge

The client was using an in-house ticketing solution and was finding it arduous to manage and solve IT-related service issues. This affected their core business operations and hindered their IT team's productivity. The client was looking for a solution that would help them cater to users' IT service requests efficiently.

Since the client was using multiple tools and systems, it took more time and effort for them to onboard and manage their customers' data and service requests. Also, they were facing challenges with broken workflows due to which their employees and customers were not able to access product or service offerings and raise requests as needed. The client needed a user-friendly interface to deliver products and services all in one place to empower employees and customers with self-servicing and quick requirement fulfillment.

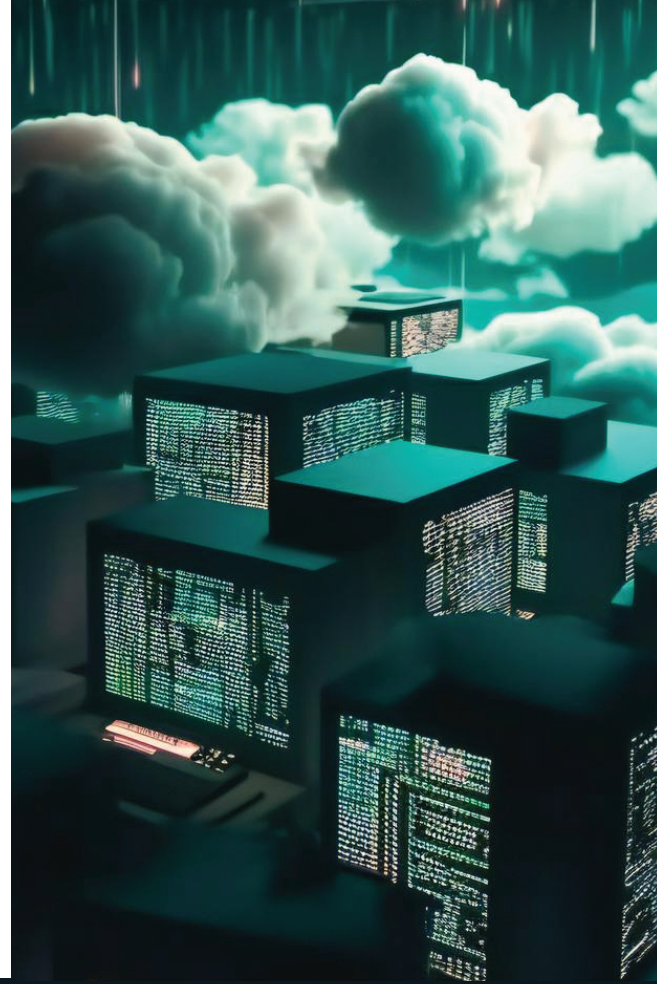
## Solution Offered

To identify the right solution for our client, our ServiceNow experts assessed the clients' existing systems and workflows. We then came up with a proof-of-concept of the solution — a domain-separated ServiceNow IT Service Management (ITSM). Subsequent to the client's validation and receiving their approval for the POC, we kickstarted the implementation process by allotting respective roles and responsibilities among our ServiceNow business analysts, architects, and developers.

The domain-separated ServiceNow IT Service Management (ITSM) solution includes features such as Incident Management, Change Management, Problem Management, and Request Management.

As the next step, we helped our client onboard multiple existing and new clients seamlessly onto their single ServiceNow instance. Our experts ensured proper configuration of the settings to bring security between each of their customer's data and processes and achieve strict compliance. Also, the ITSM agent workspace allowed our client to resolve user tickets and send surveys to their customers through an intuitive dashboard. This enabled the client to improve their service agents' productivity and reduce their workload and enhance user satisfaction.

Additionally, by implementing the ServiceNow IT service catalogs, our client could enable their employees and customers to easily access the product & service offering catalogs.



## Value Delivered

- Centralized administration and reporting of multiple clients' data.
- Faster & smooth client onboarding.
- Quick solutions to IT service requests.
- Easy access to product & service offerings for employees and customers.