



CASE STUDY

IT Service Management Implementation

Company

A leading global enterprise providing innovative IT solutions, mobile app development, and digital transformation services to diverse industries such as healthcare, e-commerce, and logistics.

Solution

Dev Technosys implemented the ServiceNow IT Service Management (ITSM) solution to streamline and automate IT service processes. It is centralized service requests, introduced automated workflows, enabled self-service capabilities to track and resolve issues independently.

Challenge

The organization faced challenges with its IT support system, which relied on manual ticketing processes. It resulted in slow resolution times, in service requests, and poor user experience. The absence of automation led to higher workloads, reducing overall efficiency.

Result

Implementing the ServiceNow ITSM solution improved resolution times by 55% and enhanced user satisfaction by 65%. Automated ticketing and self-service features reduced the workload, enabling them to focus on strategic initiatives while ensuring better service delivery for users.



"With ServiceNow ITSM, we've transformed our IT service delivery. The automated workflows and centralized system have improved response times and made the process more transparent for our users."

— Director of IT

55%

Improved Resolution Times

65%

Enhanced User Satisfaction

ServiceNow IT Service Management (ITSM)

Technology Applied