

CASE STUDY

# SERVICENOW/MOBILE ENTERPRISE INTEGRATION

## The Challenge

The Client has an unreliable Ruby on Rails-based generating tool for reports. It can take days to run and often has incorrect information as the structure wasn't integrated with their backend processes. They also have a manual reporting process for technicians of taking pictures of 10,000+ items and sending SD cards to another employee for them to catalogue their job details.

## The Solution

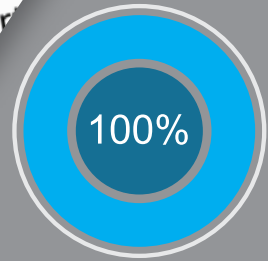
V-Soft Labs recommended a mobile app for their technicians that would integrate with a ServiceNow-based automation system. This system would offer the techs a web portal to manage invoices, client information, job details, and upload photos of their work, as well providing a lightweight customer portal capable of generating reports.

## The Result

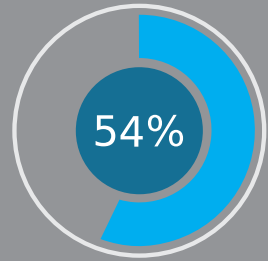
This solution was able to reduce the data entry process time from several weeks to only days, removing many unnecessary manual steps. It resulted in direct cost savings through efficient resource utilization and indirect cost savings by reducing errors caused by manual entry. Customers can now get their reports faster than ever. The flexibility and scalability of this solution also allows the client to configure the solution to fit their business expansion without having to worry about costly upgrades or rewriting of the system.

## The Company

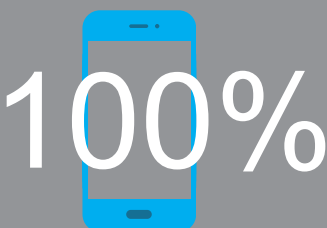
The Client is a fire and safety services company servicing commercial businesses in the US and Canada.



Integrated system



Reduction in turnaround



Mobile enabled