



## CASE STUDY

# ServiceNow Managed Services & Support for an Insurance Agency



### Company

A major insurance company.



### Challenges

The company struggled with their legacy IT Service Management tool that didn't have centralized, integrated processes or automation. They wanted to develop an authoritative source for reporting and decision making while also empowering employees to use self-service capabilities. They also didn't have mature CMDB or Asset Management capabilities.



### Solution

The V-Soft team implemented ServiceNow ITSM, fully managed by V-Soft as a Managed Services Provider. The team implemented core ITSM, focusing on enterprise pain points of incident and change management. The project also included implementing CMDB with asset load and enabled an Employee Self-Service (ESS) portal.



### Results

The ITSM implementation automated all activities that previously needed manual interference, reducing time spent on incidents and changes by 78%. HR processes were automated through a centralized portal that was extended to other workflows previously out of reach. The project reduced maintenance efforts across the enterprise, allowing for a 90% increase in Employee Self-Service. Custom dashboards kept track of all activities and assets.

Reduction in time spent on incidents and changes

**78%**

Reduced ITSM costs

**90%**

## TECHNOLOGIES USED

- ServiceNow ITSM
- CMDB
- Employee Self Service (ESS)

