



## CASE STUDY

# Custom ServiceNow CMS with Integrated Mobile App



### Company

A top-ranked midwestern University with 12 schools on three campuses. The University saw over 22,000 students in the Fall 2015 semester.



### Challenge

The client had already started a ServiceNow implementation with internal resources, but project deliverables were consistently not being met and resources were taking too long to accomplish their goals. This caused the internal leaders to start losing faith in the ServiceNow platform as a solution for their needs.



### Solution

V-Soft Digital proposed to design a centralized Service Portal with automated workflows and customized notifications.



### Result

The ServiceNow portal was able to provide customizations necessary for each department. To accompany the Service Portal, an exclusive mobile application was built with the university's branding. Both the Service Portal and the app have access to create and view service requests instantly. Students are now able to download the University's app from app stores and are able to make requests on the go, or log into the Service Portal.

Increase in student satisfaction

**70%**

Improvement in request processing performance

**54%**

Mobile Enablement

**100%**

## TECHNOLOGY APPLIED

- ServiceNow
- Mobile Development

