

CASE STUDY

# CREATING EFFICIENCY WITH AUTOMATION

## The Challenge

Struggling with 7 separate tools on various platforms to perform different tasks such as monitoring server status, submitting tickets, change management, and others, the company found these legacy systems to all be very clunky and difficult to use.

## The Solution

V-Soft suggested combining all of their tools together into one ServiceNow platform with mobile access, streamlining their processes to increase efficiency, reduce the costliness of having multiple systems that didn't communicate, and allow for better management of all of their processes.

## The Result

After successfully removing the bulky, antiquated systems that the company had been fighting with for years, it has seen a significant cost savings (over 50%) and over a 70% increase in efficiency. *(The efficiency is time savings of manual input versus the new, digital, cloud-based operation.)*

## The Company

A publicly traded software company that provides server, application, and desktop virtualization, networking, software as a service (SaaS), and cloud computing technologies.

50%

Reduction in expenses

70%

Increase in efficiency

100%

Mobile environment