Eliminating 3 Weeks of Vendor Evaluation with ServiceNow Performance Analytics

Company

A financial services company.

Challenge

The company struggled with a tedious, manual data verification process for each vendor. Each month, the company spent 3 weeks for each vendor evaluation, which wasn't scalable, hindering growth and efficiency. The company wanted to have visibility to SLA performance and the ability to measure availability and track outages.

Solution

The V-Soft team configured ServiceNow Performance Analytics to visualize the health of the company's service delivery. The team developed 100 custom reports with dynamic data to measure vendor performance. The team also designed custom User Interface (UI) reports and dashboards to easily configure and filter various parameters.

Result

The custom Performance Analytics implementation enabled the company to make better vendor decisions in real time by measuring vendor performance KPIs. This reduced the evaluation process from 3 weeks to less than a day. Performance Analytics provided automatic reports, dynamic dashboards, and data visualization, which improved employee experience by 85%.

Time saved on vendor evaluations **3 Weeks**

Improved employee experience **85%**

TECHNOLOGY APPLIED

- ServiceNow ITSM
- Performance Analytics

WBENC
WOMEN'S BUSINESS ENTERPRISE
NATIONAL COUNCIL
JOIN FORCES. SUCCEED TOGETHER.

servicenow

NMSDC
MBE Certified

#20Jan2025