



CASE STUDY

Replacing Legacy Systems with ServiceNow



Company

A Publicly-traded software company that provides servers, applications, desktop virtualization, networking, Software as a Service (SaaS) and cloud computing technologies.



Challenge

The company struggled with various tools on legacy platforms to perform tasks such as monitoring server status, submitting tickets and managing changes.



Solution

V-Soft Digital removed outdated systems the company had been fighting for years to make room for a more advanced system. The team combined all tools into the ServiceNow platform, which created mobile enablement and streamlined processes in a single platform to automate workflows.



Result

The ServiceNow implementation created significant time savings of manual workflows, increasing overall efficiency by 70%. Combining multiple systems into one digital platform reduced costs by 50%.

Increased Efficiency

70%

Reduced Costs

50%

TECHNOLOGY APPLIED

- ServiceNow
- Mobile Development

