

Large U.S. Federal Legislative Agency

95%

User Adoption of New Service Catalog



From the very first meeting we could tell that Intact was committed to [this agency's] success and gave us rejuvenated hope that we could still save the project. From the start, the approach was one of partnership and collaboration. Intact was not afraid to push back or make recommendations and provide options so that [this agency] could make well-informed decisions. Be assured that those decisions would achieve our outcomes. We established a transparent working relationship from the start, and it continued throughout the project. Your team, under some difficult situations, went over and above on many occasions having to navigate [this agency's] internal politics and changes in direction. Your team provided leadership, strategy, education and expertise and were true rock stars.

- Kojo A., Branch Chief



U.S. FEDERAL AGENCY IMPROVES ITSM USER EXPERIENCE, EFFICIENCY, AND DRIVES 95% SERVICE CATALOG ADOPTION

THE CHALLENGE

This agency's management team was tasked with replacing its antiquated and unsupported legacy IT Service Management System (ITSM) with a more modern tool by the end of its fiscal year; the team also wanted to leverage the excitement of the new tool to drive user adoption. The agency engaged ServiceNow's professional services team to implement its ITSM solution ServiceNow, and the professional services team engaged Intact to manage and deliver the implementation, plus provide expertise around tool and process decision-making.

HOW INTACT HELPED

Intact enabled the customer to make informed decisions throughout the project by providing options, recommendations, and explanations around potential risks every step of the way, and maintained scope control by focusing on the customer's desired outcomes. Ultimately, Intact not only helped this customer replace its existing ITSM tool with ServiceNow, but also achieved additional outcomes in the same allotted time frame, such as creating a robust and highly adopted service catalog that provided users with ticket visibility and assisted with mobile capabilities. Intact also deployed release management and automation to replace manual IT tasks, expedite routing, and streamline processes, significantly improving the customer's operational efficiency and enabling it to provide its own customers with faster service. The ServiceNow platform is also capable of scaling with the customer's evolving business demands.

THE IMPACT

By implementing ServiceNow, creating a modern and user-friendly service catalog, and deploying release management and automation, Intact helped the customer meet its goal of replacing its ITSM system by the end of the fiscal year, improve user experience, decrease complexities, reduce manual effort, increase operational efficiency, and improve relationships and collaboration between business users and IT. Furthermore, by helping this customer achieve a service catalog adoption rate of 95%, Intact also helped reduce its operational expenses. The agency's product team received overwhelmingly positive feedback from management, and was awarded the honor of Outstanding Achievement and a two-page spread in the agency's magazine for the project's success.