

# U.S. Federal Agency

# 26 Days

Duration of ServiceNow Implementation



**The speed to which you deployed our ITSM SNOW instance was lightning fast, just as we needed it. I can't praise enough the team's skill.**

**This was one of the best product implementations I have seen, and I've been doing federal IT for 20+ years. Intact is competent and professional.**

**- Agency CIO**

**INTACT IMPLEMENTS SERVICENOW IN RECORD TIME, DELIVERING CUSTOMER OUTCOMES AND BUILDING A FOUNDATION FOR CONTINUOUS VALUE DELIVERY**

## THE CHALLENGE

A U.S. federal agency faced a tight timeline of 30 days to comply with a directive from the U.S. Department of Homeland Security and implement ServiceNow. With just two weeks between receiving the opportunity ID and getting the PO July 5th, Intact needed to coordinate with the agency's 12-person project team to implement, integrate, and enable them on the tool with full like-for-like functionality, all by July 31st.

## INTACT EXECUTION

Intact completed the project a day early on July 30th, turning around integrations, data load, and configuration in record time. Intact's technical resources integrated ServiceNow with 2 systems Okta and Bomgar, plus the customer's email, all within the first week of the project. Intact leveraged relationships within ServiceNow to escalate and resolve open customer issues, performed 3 training demos with the customer, uploaded 60 knowledge articles to proactively reduce ticket escalations, and developed 3 step-by-step enablement guides.

## THE IMPACT

The customer met its compliance deadline, experienced 0 issues post go-live, and achieved a high level of adoption and user satisfaction.