



Case Study

ServiceNow Service Portal and Catalog Implementation



COMPANY OVERVIEW

The client is a leading, full-service equipment rental company offering customers the necessary equipment, services, and solutions required to achieve peak performance with utmost safety, efficiency, and effectiveness. With over five decades of expertise in the industry, approximately 6,900 professionals, and a presence in 370 locations across the USA and Canada, the client caters to a diverse array of customers, industries, and markets.



CHALLENGES

The client continues to make many changes to the back end to improve workflows, response times, and overall employee experiences. However, due to the lack of a proper catalog layout and user-friendly interface, the end-users encountered difficulties accomplishing their day-to-day tasks.





SOLUTION

V-Soft's team collaborated with the client and completely redesigned the front-end portal and menus, and restructured catalog taxonomy as agreed. The solution included:

- Modifications to the current portal with easy-to-use UI (User Interface) , including menu-driven categories, re-arranged panes, and dynamic knowledge article pane showing articles related to requests by keyword.
- Modernized catalog items for streamlined workflows, automated routing, and integrations.



RESULTS

V-Soft completely redesigned the front-end portal and menus, and restructured catalog taxonomy. These significant integrations successfully addressed the challenges associated with poor front-end experiences, workflows, and response times. The restyled branded UI, featuring easy to navigate menus and widgets, combined with added automation, resulted in 100% user satisfaction. The added automations increased incident resolution on first touch thereby reducing mean time to resolve.

Technologies Used

ServiceNow Service Catalog, HTML, CSS,
and Multi-screen UI Templates