



# Healthcare Client CMDB Module



Industry – HCLS   
Location – Dallas, TX 

## Robust CMDB Solution

### CHALLENGES

- Lack of centralized visibility into IT assets, configuration items, and relationships across the healthcare organization's distributed infrastructure.
- Manual and disparate processes for configuration management, leading to errors, inconsistencies, and compliance risks.
- Difficulty in tracking and managing changes to IT configurations, impacting service availability, and patient care.
- Inadequate documentation and documentation of IT assets and configurations, hindering troubleshooting and problem resolution efforts.

### SOLUTIONS

- Centralized repository for storing, managing, and visualizing IT assets, configuration items, and their relationships, providing real-time visibility and insights.
- Automated discovery and mapping of IT assets and dependencies, ensuring accurate and up-to-date configuration data.
- Implementation of change management workflows and controls, facilitating the tracking and management of changes to IT configurations.
- Integration with existing systems and tools, such as ITSM, ITOM, and EHR systems, to ensure seamless data exchange and interoperability.
- Customization and configuration of the CMDB module to align with the client's healthcare-specific workflows, processes, and compliance requirements.

### OUTCOME

- Enhanced visibility and control over IT assets and configurations, enabling proactive management of IT risks and compliance.
- Improved accuracy and reliability of configuration data, leading to faster troubleshooting and problem resolution efforts.
- Increased operational efficiency and productivity of IT teams, resulting in cost savings and resource optimization.
- Strengthened compliance with regulatory requirements, such as HIPAA, through better documentation and documentation of IT configurations.



# CPG Client CSM Module



Industry – Retail   
Location – Irving, TX 

## Robust CSM Solution

### CHALLENGES

- Fragmented and manual processes for customer service management, leading to delays and inconsistencies in handling customer inquiries and issues.
- Lack of centralized visibility into customer interactions and service requests across different channels, hindering timely and personalized responses.
- Difficulty in tracking and managing customer feedback and satisfaction levels, impacting the overall customer experience and brand reputation.
- Inefficient collaboration and communication among customer service teams, resulting in disjointed and suboptimal service delivery.

### SOLUTIONS

- Centralized platform for managing customer interactions and service requests across multiple channels, including phone, email, chat, and social media.
- Automation of routine customer service tasks and workflows, streamlining processes and reducing response times.
- Implementation of self-service portals and knowledge bases, empowering customers to find answers to their inquiries and issues independently.
- Integration with existing systems and databases, such as CRM and ERP systems, to ensure a unified view of customer data and interactions.
- Customization and configuration of the CSM module to align with the client's CPG-specific workflows and service processes.

### OUTCOME

- Improved customer satisfaction and loyalty through faster response times and personalized service delivery.
- Enhanced visibility into customer interactions and feedback, enabling proactive management of customer issues and concerns.
- Increased operational efficiency and productivity of customer service teams, resulting in cost savings and resource optimization.
- Strengthened collaboration and communication among customer service teams, leading to a more cohesive and coordinated approach to service delivery.



# CPG Client ITOM Module



Industry – Retail   
Location – Irving, TX 

## Robust ITOM Solution



### CHALLENGES

- Fragmented and manual processes for customer service management, leading to delays and inconsistencies in handling customer inquiries and issues.
- Lack of centralized visibility into customer interactions and service requests across different channels, hindering timely and personalized responses.
- Difficulty in tracking and managing customer feedback and satisfaction levels, impacting the overall customer experience and brand reputation.
- Inefficient collaboration and communication among customer service teams, resulting in disjointed and suboptimal service delivery.



### SOLUTIONS

- Centralized platform for managing customer interactions and service requests across multiple channels, including phone, email, chat, and social media.
- Automation of routine customer service tasks and workflows, streamlining processes and reducing response times.
- Implementation of self-service portals and knowledge bases, empowering customers to find answers to their inquiries and issues independently.
- Integration with existing systems and databases, such as CRM and ERP systems, to ensure a unified view of customer data and interactions.
- Customization and configuration of the CSM module to align with the client's CPG-specific workflows and service processes.





### OUTCOME

- Improved customer satisfaction and loyalty through faster response times and personalized service delivery.
- Enhanced visibility into customer interactions and feedback, enabling proactive management of customer issues and concerns.
- Increased operational efficiency and productivity of customer service teams, resulting in cost savings and resource optimization.
- Strengthened collaboration and communication among customer service teams, leading to a more cohesive and coordinated approach to service delivery.



# Pharma Client ITSM Module



Industry – Healthcare   
Location – NYC, NJ 

## Robust Solution

### CHALLENGES

These pharmaceutical company faced several challenges with its existing ITSM system based on BMC Remedy:

- Outdated system hindering efficient planning, coordination, and issue management.
- Inadequate functionality impacting IT service deliveries and overall operational efficiency.
- Lack of alignment with industry standards and best practices, particularly in ITIL practices.
- Suboptimal performance causing major disruptions in IT service delivery and impacting customer satisfaction.

### SOLUTIONS

•Redefined and configured the existing system on the ServiceNow Implementation platform.

•Collaborated closely with the client to understand their requirements and business workflows.

•Leveraged deep expertise in ITIL practices to design and implement a solution that addressed key segments including Incident Management, Request Fulfillment, Change Management, and Configuration Management.

•Automated processes to streamline workflows and improve efficiency, consolidating them into a single manageable portal for employees.

•Implemented additional features to enhance the software's compatibility with the client's business processes and ensure smooth integration.

### OUTCOME

•Establishment of a unified and standardized IT service management system across all departments, enhancing coordination and collaboration.

Smooth closure of IT service disruptions and improved control over changes in the IT environment, leading to enhanced customer satisfaction.

.Delivering efficient processes for Incident Management, Request Fulfillment, Change Management.

.Integration of ITIL practices into the ServiceNow platform, ensuring alignment with industry standards and best practices, and driving operational excellence.