

# INTERNET **SOFT**

## **ServiceNow** at Internet Soft

ServiceNow is a ticketing tool that processes and catalogs customer service requests.





# St. James's Place Wealth Management accelerates innovation with ServiceNow

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ST. JAMES'S PLACE  
WEALTH MANAGEMENT



**12K**

Incidents resolved  
per month



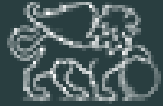
**8%**

Business growth  
supported by the  
same team



**90%**

Customer  
satisfaction



ST. JAMES'S PLACE  
WEALTH MANAGEMENT



UK-based St. James's Place Wealth Management is listed on the London Stock Exchange. To serve clients more efficiently, it wanted to replace an aging IT platform supporting client funds management. With ServiceNow, the firm now has a more solid foundation on which to deliver its financial services and trusted advice.

ServiceNow brings real-time insights to the full IT service management operation. In the past, the Technology Services team suffered from poor visibility of incidents and a lack of real-time overview of the volume of work. After streamlining and automating problem, incident, and change management with the help of digital workflows, the team has a full overview of queries through one single dashboard.



**DISCOVER**<sup>®</sup>  
FINANCIAL SERVICES

# Discover Financial Services

Discover Financial Services was one of the world's first all-virtual financial institutions, so efficient and effective service delivery has always been a priority. But Vice President of Infrastructure Services Tom Eavenson knows that efficiency improvements will be increasingly difficult to come by as long as written standard operating procedures (SOPs) exist in the organization. His vision is to replace SOPs with automated workflows on the ServiceNow platform in the next 3-5 years.





# Fairview Health Services guards against disruptions in patient care with ServiceNow



Automates disaster recovery processes



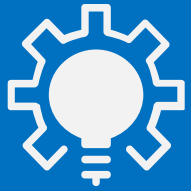
Achieves accurate, timely single source of truth



Months saved using ServiceNow Business Continuity Management



Epicor relied on more than 15 CRM-based support systems and 50-plus customer portals to provide support to its 20,000 customers worldwide. This led to a poor and inconsistent customer service experience, long resolution times, and high costs. With approximately 50% of its annual revenue derived from software support and maintenance fees, Epicor needed to make a change. Epicor decided to invest in ServiceNow as the foundation of “EpicCare”, its new single global customer support platform that now powers the delivery of a consistent service experience to all its customers and partners, for all of its products, on a worldwide basis. A Forrester Total Economic Impact™ (TEI) Study found that the company realized \$11.4 million in economic impact from investing in the solution.



# Experian modernises and transforms the employee experience with ServiceNow

Experian is an information services company operating across 37 countries. Faced with disparate processes, disconnected systems and high costs, it needed to transform its IT service delivery. Experian chose ServiceNow and moved away from standard tools to adopt a single platform that powers the seamless delivery of services for every business function.

**1** Platform powers seamless service delivery

**50%** Reduction in time spent on incidents

**50%** Requests approved in seconds



ServiceNow powers seamless delivery of services for all business functions at Experian



ServiceNow helps deliver efficiency and productivity gains for Experian with faster, smarter service delivery



Experian looks to standardise IT globally and consumerise the employee experience



Experian relies on IT infrastructure as the backbone of its operations





# Thanks You

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