

A Retail Store Chain Facilities requests fulfilled much faster and more efficiently with ServiceNow

Due to an entirely paper-and-pencil process, the Facilities department at Retail Store Chain had zero visibility and tracking. As a result, the team was unable to efficiently manage facilities requests and technician workload.

With ServiceNow, the team was able to consolidate and reform all the pre-existing practices into a unified custom-built application tailored for retail store chain. The new solution helps Facilities Managers to efficiently assign, prioritize, and track progress of tasks, while enabling Facilities technicians to easily manage their work.

- The Retail store chain unified portal built on ServiceNow helps employees easily submit requests and provides Facilities managers with better visibility into tasks
- A new mobile app provides Facilities technicians with a single view of their tasks with notes and status to help them manage their work more efficiently
- Simplified prioritization on the new system allows managers to easily assign, re-assign, and closely monitor the progress of critical tasks
- A Check-in and Check-out feature tracks time spent on each job and helps improve the



fulfilment process and address any additional training needs.

"50% of our time was being used for updating data into systems. We now have a single system that guides us through a standardized process."

- Store Helpdesk Manager



Fastest Growing Company



Certified Secure

