

A retail store chain enters new markets faster through end-to-end visibility of New Store Development

Disparate processes and manual documentation gave little control and visibility for the Store Development on the progress of their projects and tasks. The team often spent half of their time entering data into different spreadsheets.

A targeted implementation of ServiceNow Project Portfolio Management helped the retail store chain team streamline their store development process right from the identification of a location to the final construction. With ServiceNow as their one-stop-shop, the team is eliminating dependence on paper and archaic tools.

- Moving to a single efficient system to manage the complete Store Development lifecycle helped the team meet and exceed their targets
- Task-level visibility helps the team track their work and collaborate with other teams with increased transparency and accountability
- Elimination of routine tasks through automated workflows and documentation significantly improved the quality of work and cut down status meetings in half
- Fast value delivery through phases: New store opening (75% of the work) in Phase 1, Replacements, Acquisitions, and others in later phases



"I really like having everything in one spot - earlier you needed to go to multiple places, and it was easy to miss a few steps down the line. ServiceNow guides and prompts you to the next steps in the process - so reduced risk of Human errors."

- Store Development Lead



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