

A Retail Store Chain Employees use a single portal to get help from any department in 4 clicks or less

Highlights

- Quick 4-click submission on the new portal ensures that employees can get help from any department within 4 clicks
- Role-based, secure design ensures that employees see personalized views with only the content and departments relevant to them
- A unique combined list of requests color-coded by function with comment previews helps employees quickly check the progress of submitted requests
- The unified employee journey on the portal is designed to provide a consistent employee experience that keeps getting better

A Retail store Chain leverages ServiceNow automation and cross-functional features for various departments including IT, HR, Store Operations & Helpdesk, Facilities, Regional Training, and Advertising. There were several portals built on ServiceNow which led to confusion among employees.

INRY replaced the multiple portals with a new single, role-based, one-stop-shop portal that provides a combined view of all task requests and with several new features designed to transform the



employee experience at the stores.

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



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