

How retail store chain accelerated their business and gained insight into their store operations

Highlights

- Personalized dashboards provide District Managers, Area Managers, and Area Supervisors increased visibility into store health
- A new mobile app helps Field Service Executives track their workload on the go and update the status of incidents with a few taps
- Intelligent routing of cases in ServiceNow connects previously siloed departments leading to better collaboration and efficiency
- A phased implementation approach with rapid prototyping helped the team to immediately start realizing value

High dependence on paper, spreadsheets, and manual tasks caused delays and long resolution times at their Store Helpdesk. With over 2000 stores growing, smooth interaction between field service executives, corporate service coordinators, and other departments is critical for retail store chain.

With a targeted implementation of ServiceNow, INRY helped retail store chain leverage automation to streamline interactions, intelligently route Store Helpdesk cases between teams, and efficiently manage the workload of field service executives.



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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