INRY
a **c**prime company

A prestigious medical research foundation renowned for its pioneering work in medical education, research, and patient care, embodies a relentless pursuit of innovation and excellence. Operating numerous facilities equipped with advanced medical and research infrastructure, efficiently managing and maintaining these extensive assets is critical to their mission of advancing healthcare and medical knowledge. Committed to leveraging technology to enhance operational workflows, they ensure their resources are effectively utilized and maintained to support cutting-edge research and healthcare initiatives.

The organization sought to integrate its Geographic Information System (GIS) with its existing ServiceNow platform to improve work order management. This integration was key to ensuring their resources were effectively utilized and maintained, supporting their cutting-edge research and healthcare initiatives.

The organization partnered with INRY to develop a comprehensive solution using ServiceNow, which aimed to streamline processes and ensure seamless integration between existing systems. Let's discover how this partnership achieved these objectives.

Key Priorities for Seamless Work Order Management

- **Data Synchronization:**

The customer needed a dependable workflow to transfer work order data into their GIS system. This integration was essential to ensure that the asset information and work orders were always up-to-date and accurate in both systems. This means that

Efficiency boost enabled staff to handle **2x tasks**

Improving overall productivity by **30%**

Decreased processing time by **50%**

whenever there was a change in one system, it would automatically reflect in the other, preventing any data mismatches or outdated information

- **Automation:**

The customer aimed to eliminate the manual process of logging work orders through a portal. They sought to have ServiceNow automatically read work order requests from the GIS servers and create the work orders independently. This automation would streamline the process, reduce errors, and allow staff to focus on more critical tasks

- **Reporting Infrastructure:**

The customer wanted to leverage ServiceNow's reporting capabilities as opposed to using an external tool. They sought to enhance the user experience by addressing the poor UI and lack of system visibility and reducing the number of clicks required to complete tasks. By incorporating vivid charts, they aimed to simplify interactions, ultimately boosting productivity, reducing cognitive load, and minimizing errors in reports

A Solution that Addresses the Entire Process of Work Order Management

> **Work Order Data Push into GIS Servers**

INRY initiated the integration process by thoroughly exploring the capabilities of GIS APIs to optimize the loading of asset data. The team meticulously designed a robust architecture that facilitated seamless communication between ServiceNow and GIS servers. Key components of this integration included:

- **API Integration:**

INRY leveraged GIS APIs to establish a reliable conduit for data exchange. This integration ensured that ServiceNow and GIS systems operated in sync, maintaining accurate and up-to-date work order information across both platforms

- **Data Mapping:**

Ensuring precise data mapping between ServiceNow and GIS was crucial to maintaining consistency and integrity. INRY carefully mapped data fields, aligning asset information seamlessly to prevent discrepancies and enhance data reliability

- **Real-time Updates:**

Implementing real-time updates was essential for immediate synchronization of work order changes. This functionality ensured that any modifications made

within ServiceNow were promptly reflected in the GIS servers, providing stakeholders with timely and accurate data for informed decision-making

➤ Work Order Creation

To further streamline operations, INRY developed an advanced solution for automated work order creation by integrating ServiceNow with GIS servers. This solution featured:

• **Scheduled Data Fetching:**

ServiceNow was configured to retrieve work order requests from GIS servers at predefined intervals. This automated process eliminated the need for manual intervention, ensuring that ServiceNow consistently had access to the latest work order data from GIS

• **Automated Work Order Generation:**

Leveraging the fetched data, ServiceNow autonomously generated new work orders ready for processing. This automation not only expedited the workflow but also minimized errors associated with manual data entry

• **Error Handling and Notifications:**
To maintain operational continuity, INRY implemented robust error-handling mechanisms

and proactive notifications. Any issues encountered during data fetching or work order creation were promptly addressed, ensuring uninterrupted workflow and minimizing downtime

➤ Unified Reporting

INRY integrated a new reporting module inside the customer's ServiceNow workflow. This integration eliminated the fragmented experience of using an external module, streamlined processes, and resulted in cost savings for the customer:

• **Efficient Navigation:**

The user flow was significantly enhanced by reducing the number of clicks required to complete tasks from seven to three. This improvement not only made the system more user-friendly but also increased task efficiency for internal users. By minimizing the steps needed to perform routine operations, users were able to work more effectively and with greater ease

• **Improved Interface:**

The workflow was further enhanced with a completely new user interface (UI), which provided a clear display of data and better navigation. This redesign adhered to brand guidelines and overall provided a delightful user experience, making the system intuitive

and visually appealing. By automating these, processes, the customer significantly reduced manual workload, allowing staff to redirect their focus to more strategic initiatives this automation initiative underscored INRY's commitment to enhancing operational efficiency and facilitating seamless integration between ServiceNow and GIS, ultimately.

supporting the Customer's mission-critical objectives in healthcare and research.

Impact of the Solution

The integration and automation done by INRY brought significant transformation

- **Enhanced Accuracy:**

Real-time synchronization between ServiceNow and GIS systems ensures consistent and accurate data across both platforms, minimizing discrepancies and errors for informed decision-making.

- **Increased Efficiency:**

Automating processes has reduced reliance on manual work, accelerating the processing of work orders and enhancing response times

- **Cost Optimization**

Streamlined operations have resulted in substantial cost savings, optimizing resource allocation for critical research and healthcare initiatives

- **Improved Compliance and Reporting:**

By automating data collection and ensuring data accuracy through real-time synchronization, the foundation improved its ability to meet regulatory standards and generate accurate reports

INRY's expertise and solutions transformed the work order management system of the medical research foundation. By integrating their GIS with ServiceNow, automating the creation of work orders, and enhancing reporting capabilities, the customer achieved greater operational efficiency, accuracy, and cost-effectiveness