

# IT Transformation of one of America's Largest Courts with ServiceNow ITSM

The Customer, a Council for Judicial Affairs in the United States, stands as one of the largest courts in the nation. Renowned for its exceptional legal governance, the Council serves over 4.7 million people, demonstrating a profound commitment to justice. Yet, beneath its stellar reputation, the Council faced growing challenges. Fragmented tools and outdated systems had begun to strain its IT operations, making it increasingly difficult to support the critical services it provides.

Recognizing that its legacy systems were sufficient, the Council sought a modern solution to unify its IT infrastructure and enhance operational efficiency. ServiceNow emerged as the ideal platform, offering the flexibility and scalability required to integrate seamlessly into their existing environment. The Council partnered with INRY, a ServiceNow Elite Partner, to guide this transformation to implement ServiceNow IT Service Management (ITSM) and ServiceNow Hardware Asset Management (HAM).

## Strategic Transformation: Streamlining Access and Communication

INRY's strategic, phased approach ensured that every implementation step aligned perfectly with the Council's goals. The initial phase focused on tailoring ServiceNow ITSM to meet the Council's specific needs, ensuring seamless integration with



their environment. This phase also secured access controls, enabled essential features, and aligned the platform's interface with the Council's identity.

Notably, integrating Single Sign-On (SSO) with the Council's Active Directory streamlined user access, and configuring email properties facilitated seamless internal communication, ensuring a smooth transition to the new system.

**Incident  
resolution 35%  
faster**

**Request  
fulfillment 50%  
more requests  
per month**

**Asset tracking  
40% better with  
ServiceNow  
HAM.**

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## Optimizing IT Service Management

With the foundation firmly in place, the focus shifted to optimizing the Council's IT Service Management processes. INRY leveraged ServiceNow's ITSM capabilities to overhaul how the Council managed its IT services. Streamlined processes for incident, change, and knowledge management enabled the Council to handle IT requests and issues with greater efficiency and precision, reducing the incident resolution time.

A significant part of this phase was implementing the Service Portal, which empowered the Council's staff by giving them direct access to IT services. This portal allowed end-users to create incidents or requests and monitor their progress in real time, improving user experience and enabling the IT team to manage workloads more efficiently.

## Building for the Future

The final phase of the project focused on ServiceNow Hardware Asset Management (HAM), where INRY helped the Council gain better control over its hardware resources. This setup enabled the Council to track and manage its assets more effectively, ensuring all hardware was accounted for and utilized optimally.

While advanced features were reserved for future phases, the groundwork laid during this initial implementation provided a robust foundation for comprehensive asset management.

## Reinforcing a Commitment to Excellence

Partnering with INRY and leveraging the robust capabilities of ServiceNow, the Council achieved a significant IT transformation. By consolidating fragmented tools and automating critical processes, the Council not only improved its operational efficiency but also positioned itself for continued success. The successful deployment of ServiceNow ITSM and ServiceNow HAM provided a scalable, future-proof solution that aligned with the Council's mission of delivering justice efficiently and effectively to the people it serves.

Through this strategic transformation, the Council for Judicial Affairs has reinforced its commitment to technology excellence, ensuring that its IT infrastructure continues to support its vital services with the dedication and precision that has earned it national recognition.



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