

The Only Solution You Need for End-to-end Project Management – ServiceNow SPM

A pioneer in retail operations across Central America, the Caribbean, and South America has partnered with INRY to revolutionize their project management approach through ServiceNow Strategic Portfolio Management (SPM Pro). Since 1994, this retail leader has focused on leveraging technology to transform customer experiences and operational efficiency. Their latest digital transformation initiative showcases how a one-platform strategy can reshape enterprise project management.

Breaking Through Complexity in Project Execution

The organization found itself managing a complex web of IT projects. With multiple initiatives running simultaneously across their organization, project teams found themselves navigating an increasingly complicated landscape. Projects operated in silos, making it nearly impossible to track their true value, cost, or organizational impact. The absence of standardized project management practices led to duplicate efforts and unnecessary expenses, while the lack of clear visibility hindered strategic decision-making.

Recognizing these challenges, the organization embarked on an ambitious One Platform initiative with clear objectives:



- Establish a single source of truth
- Develop comprehensive project portfolio visibility
- Enable data-driven planning and prioritization
- Achieve seamless integration with existing tools like JIRA

Strategic Partnership with INRY

The customer partnered with INRY, a ServiceNow Elite partner with a 13-year track record of excellence, brought a unique combination of methodology, industry expertise, and strategic vision to the transformation. Through an intensive discovery process, INRY's team conducted comprehensive

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workshops and assessments to understand the organization's unique operational landscape, developing a tailored strategy that addresses their specific challenges.

A step closer to the Customer's **One Platform Strategy**

The implementation of ServiceNow SPM Pro created a robust foundation for project management excellence. At its core, the solution delivered integrated project and portfolio management capabilities that streamlined the planning, execution, and monitoring of initiatives across the enterprise.

INRY implemented the Strategic Planning Workspace that serves as a central hub for goal setting and roadmap planning. This workspace enables leadership to align projects with strategic objectives and maintain clear oversight of portfolio performance.

The demand management module transformed how project requests are handled, introducing automated workflows that streamline evaluation and prioritization. This systematic approach ensures that resources are allocated to initiatives that deliver the highest strategic value.

Building for **Sustainable Success**

Understanding that technology alone doesn't drive transformation, INRY implemented a comprehensive organizational change management strategy guided by the ADKAR model. This approach ensured that employees were not just trained on new tools but fully empowered to leverage the platform's capabilities.

To ensure long-term success, INRY established the CloudCover support program, providing 18 months of comprehensive post-implementation support with 60 monthly support hours. Regular business reviews help refine the solution roadmap and ensure continued alignment with evolving business goals.

Looking **Forward**

The transformation has established a strong foundation for continued growth and innovation. With a unified platform for project management, streamlined processes, and enhanced capabilities, the organization is well-positioned to maintain its competitive edge in the dynamic retail market.

The new platform **facilitates:**

- Real-time portfolio visibility and performance tracking
- Efficient resource allocation and utilization
- Data-driven strategic planning and execution

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- Enhanced stakeholder collaboration and engagement

This successful implementation showcases how strategic use of ServiceNow SPM Pro, combined with INRY's expertise, can transform project management from an operational function into a strategic driver of business success.



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