Behavioral health leader accelerates IT service delivery with a modern ServiceNow ITSM foundation

Executive Summary

This U.S.-based behavioral health leader with a presence across 16 U.S. states modernized its IT service management by replacing an aging legacy system with ServiceNow ITSM. Through a phased, stakeholder-aligned implementation, the organization reduced MTTR by 35%, lowered operational costs by 20%, and increased self-service adoption by 50%—reshaping service delivery to be faster, more scalable, and aligned with business goals.

When legacy ITSM limits growth and visibility

This U.S.-based behavioral health and foster care leader, a 5,000-employee healthcare organization, had relied on BMC Footprints ITSM for more than eight years. Over time, the platform constrained automation, scalability, and user experience. Manual ticketing processes and siloed systems slowed service delivery and limited actionable insights.

Critical incidents often required up to 72 hours to resolve. The absence of a service catalog and self-service portal drove employees to depend on email and phone-based support. High mean time to resolution (MTTR) affected workforce productivity, increased compliance exposure, and weakened satisfaction with IT services.

Leadership recognized that modern healthcare operations require responsive, analytics-driven IT services that scale

across distributed teams. The organization sought a platform and partner capable of delivering that shift quickly and sustainably.

Building a scalable ITSM engine on ServiceNow

They selected INRY, a Cprime company, for its deep ITSM transformation expertise, ITIL-aligned implementation approach, and proven ability to deliver scalable ServiceNow solutions. Industry referrals and prior successful engagements reinforced confidence in the partnership.

The engagement introduced the ServiceNow ITSM platform with Incident, Problem, Change, and Request Management modules. The team implemented an integrated CMDB, automation workflows, analytics dashboards, and Employee Center to enable self-service.

2026 © INRY. All rights reserved.

Delivery extended beyond configuration. The program included consulting, solution design, integrations, user acceptance testing support, and comprehensive training, including train-the-trainer sessions to drive sustained adoption.

Close collaboration with the client's CIO, IT Service Desk Manager, and Change Management Lead ensured strong stakeholder alignment. Joint workshops and phased implementation milestones created momentum while maintaining operational continuity. The team leveraged ServiceNow out-of-the-box capabilities to accelerate deployment and reduce unnecessary customization.

From reactive support to measurable performance gains

The results demonstrate the impact of a modern, workflow-driven ITSM model:

- MTTR reduced by 35%, exceeding the 30% target.
- Operational costs reduced by 20% through automation.
- Self-service adoption increased by 50%.

Time to resolution for critical incidents dropped from 72 hours to 24 hours. Teams collaborate more effectively across functions, supported by shared visibility into incidents, changes, and configuration data.

Beyond the metrics, the client advanced toward a proactive service management culture. Analytics dashboards provide leadership with clearer insight into performance trends. Standardized workflows create consistency across locations, supporting compliance and operational resilience.

Creating a foundation for future-ready service operations

The new ServiceNow foundation positions this growing healthcare leader to expand automation and intelligence across the IT landscape. The roadmap includes AI-driven predictive analytics and expanded automation for change approvals and asset lifecycle management. By establishing a scalable, analytics-enabled ITSM backbone, the organization strengthened service reliability while enabling future innovation. They now operate with a platform designed to evolve alongside its growth across 16 states.

Ready to modernize your IT service experience?

Modernizing ITSM drives faster service, lower costs, and improved user experience. A structured ServiceNow transformation can help your organization accelerate performance and scale with confidence.

Explore our flexible ServiceNow ITSM solutions.

2026 © INRY. All rights reserved.