

Executive Summary

When a major public safety agency needed to modernize how it manages a complex, statewide network of facilities, they didn't just need a technology upgrade, they needed a proven partner who could deliver results. They chose INRY, a Cprime company and one of ServiceNow's most trusted implementation partners, to lead the transformation. What had been a fragmented maze of spreadsheets, siloed emails, and manual approval chains became a single, intelligent platform built on ServiceNow Workplace Service Delivery (WSD) — seamlessly managing everything from maintenance and leasing to contracts and workspace reservations. Powered by INRY's proprietary SMART Success methodology, the engagement eliminated operational bottlenecks, established structured request workflows, automated approval routing, and delivered real-time visibility through executive-ready dashboards. The result: a 70% reduction in manual effort, dramatically strengthened compliance posture, and an audit-ready infrastructure built to scale.

The Hidden Cost of Manual Operations at Statewide Scale

As one of the nation's most prominent public safety institutions, the agency manages a vast network of



facilities across the state. At that scale, the way workplace services are requested, approved, and tracked has a direct impact on operational efficiency, cost control, and compliance.

70% Less
manual
work

500+
Facilities
on one
platform

One
Dashboard,
full visibility

\$9,999+
Auto-
routed
approvals

Modernizing Workplace Operations for Public Safety with ServiceNow WSD

The agency was running this complex operation on outdated, manual processes. Maintenance requests, lease tracking, and contract approvals were handled through spreadsheets and email, creating data silos and making it difficult to see the full picture of workplace activity. The challenges compounded across several areas:

- **Fragmented systems:** Maintenance requests, lease tracking, and contract approvals lived in disconnected spreadsheets and inboxes, creating inefficiencies and data silos.
- **Lack of visibility:** No centralized dashboard existed to track service requests, lease statuses, or contract compliance.
- **Delayed approvals:** Manual routing of approvals slowed down maintenance work and contract execution.
- **Compliance risks:** Enforcing lease terms and tracking contract thresholds was difficult, increasing the risk of overspending and audit issues.

Leadership recognized that a modern, automated approach was needed: one that could bring these processes onto a single platform, give the organization real-time visibility, and reduce the manual burden on facility teams.

One Win Became Many: How INRY Grew From ITSM Advisor to Enterprise Platform Partner

The agency and INRY were first introduced through ServiceNow to explore solutions for an employee workflows challenge. That relationship opened the door to IT Service Management modernization work, where INRY delivered services that exceeded expectations and earned the organization's confidence.

Building on that success, the agency selected INRY to take on new platform initiatives. The decision was driven by the strength of INRY's ServiceNow capability, a hybrid delivery model, a commitment to refine the agency's implementation with leading practices, a compelling proposal and competitive pricing, and local presence.

"Your support for ITSM work was miles better than the last vendor, and your support on this project is even better than that. You've been amazing."

— Agency stakeholder

Building an automated workplace platform on ServiceNow

INRY implemented ServiceNow Workplace Service Delivery using its SMART Success methodology, tailored to the agency's unique facilities, leasing, and contract needs. The solution brought workplace operations onto a

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single platform and automated the workflows that had previously required manual effort.

Key capabilities delivered

- Employee Center Pro: A self-service portal that lets facility analysts initiate maintenance, lease, and workspace requests through structured forms.
- Workspace Central Case Management: Centralized tracking of all workplace service cases, including maintenance, lease, and contract workflows.
- Streamlined space reservations: Dedicated request forms gave users a structured, efficient way to reserve workspaces and related facilities, significantly reducing the manual tracking of reservations.
- Automated workflows: Emergency maintenance prioritization driven by prefilled questionnaires, multi-level approval routing for contracts exceeding \$9,999, and task sequencing across maintenance completion, invoice receipt, and stamping.
- Lease & contract management: Lease initiation and approval through Workplace Central, contract model selection with dynamic routing to the right approvers, and dashboards for active contracts and payment schedules.

- E-signature & PDF generation: Support for digital signatures and auto-generated PDFs, improving compliance and audit readiness.
- Unified dashboard: A single dynamic dashboard that keeps track of all WSD-related forms, giving the agency one place to monitor workplace activity in real time.

The engagement followed a structured delivery path. Collaborative design workshops mapped the agency's current processes and defined future-state workflows. Iterative configuration and user acceptance testing were carried out hand-in-hand with power users to validate each build. After technical go-live in July 2025 and business go-live in September 2025, INRY provided a 90-day CloudCover support period to drive adoption and resolve issues as the new model took hold.

“Very professional and accommodating, working with us to make sure everything was done correctly.”

— Agency stakeholder

Delivering measurable efficiency, visibility, & compliance

The impact was felt across day-to-day operations, with the most significant gain in the sheer reduction of

manual work.

Efficiency and productivity

- Manual work reduced by 70% after implementation, with the platform absorbing the tracking and routing that teams previously handled by hand
- Automated routing and task management reduced delays in both maintenance and contract approvals, improving turnaround time
- Optimized workspace planning and utilization through structured request forms and centralized reservation management

Visibility and compliance

- A single dynamic dashboard delivered real-time insight into active leases, pending approvals, and maintenance statuses
- Lease and contract workflows enforced spending thresholds and approval hierarchies, strengthening compliance and reducing the risk of overspending
- Digital signatures and auto-generated PDFs improved audit readiness across leasing and contract processes

Cultural and collaborative gains

- Stronger collaboration between facility analysts and approvers through shared, transparent workflows
- Increased confidence in compliance and audit readiness across the organization
- A positive cultural shift toward digital-first processes

From manual spreadsheets to connected workplace operations

Before: The agency relied on manual spreadsheets and email-based approvals, with a high risk of delays and compliance breaches and little visibility into the status of any given request.

After: Workplace services run on a centralized, automated platform with structured request forms, real-time dashboards, and digital signatures, cutting manual effort by 70% and giving leadership the visibility to manage facilities by evidence rather than guesswork.

The relationship continues to grow. Following the ITSM modernization and the WSD implementation, the agency selected INRY to deliver Software Asset Management (SAM) as well, work that is currently underway, extending the value of ServiceNow further across the organization.

Ready to modernize your workplace operations?

Modernizing Workplace Operations for Public Safety with ServiceNow WSD

Organizations that move workplace services onto a single, automated platform reduce manual effort, strengthen compliance, and gain the visibility to manage facilities proactively.

If your teams are managing maintenance, leasing, contracts, or workspace reservations through spreadsheets and email, a structured ServiceNow Workplace Service Delivery implementation can deliver measurable results. Connect with INRY to learn how WSD can transform your workplace operations into a connected, efficient capability.