



# Healthcare Innovator partners with INRY for streamlining processes with ServiceNow ITSM

## Customer's Commitment to Treating Obstructive Sleep Apnea:

At the forefront of innovative medical technology solutions, a US-based healthcare company is dedicated to treating obstructive sleep apnea. With a strong emphasis on research and development, it has become a prominent figure in healthcare, greatly enhancing the lives of those worldwide affected by sleep disorders.

Driven by a vision to transform patient care, the healthcare company sought a strategic partner to enhance its IT service delivery and operations. The customer's migration from existing IT systems to ServiceNow's "One Platform" journey marks a substantial enhancement in their IT service delivery capabilities. ServiceNow's IT Service Management (ITSM) solution enables the customer to access a unified platform that streamlines operations, boosts efficiency, and establishes a robust foundation for future growth and innovation. INRY emerged as the trusted partner, by demonstrating a wealth of expertise in implementing ServiceNow's ITSM solution for healthcare organizations.

## INRY's Accordance with Customer's Vision:

INRY collaborated with the customer to deliver a streamlined IT service delivery solution using ServiceNow ITSM supporting their transformative "One Platform" journey. The customer is dedicated to enhancing operational efficiency, adhering to ITIL best practices, and maximizing the use of CMDB data on the transition of IT service delivery to ServiceNow.



Within a short timeframe of merely 9 weeks, INRY demonstrates its prowess in technology excellence by delivering the following outcomes using ServiceNow ITSM:

- **Streamlined navigation using the Employee Center portal**, enabling effortless access to submit requests and track status, knowledge article search, and viewing portal announcements for IT services for both employees and agents.
- **Implementation of ServiceNow IT Service Management (ITSM) applications** - Incident, Request, and Knowledge Management, tailored to meet the unique needs of the customer's IT operations.



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- **Populating the Configuration Management Database (CMDB)** via the Microsoft Intune integration ensured data accuracy, visibility, and control over IT assets and configurations, leading to improved decision-making and risk management.

## Enhancing IT Operations through Collaboration

INRY collaborated effectively with the customer to swiftly implement customer requirements within a 9-week timeline, thereby setting the stage for ongoing enhancements. Additionally, INRY integrated ServiceNow with existing systems for ensuring data accuracy and accessibility. Focused training and support provided by INRY empowered the customer to maximize the benefits of using ServiceNow ITSM, resulting in improved IT service delivery and customer satisfaction.

Above all, INRY provided a comprehensive suite of services, including consulting, implementation, customization, training, and ongoing support, ensuring customers receive end-to-end solutions implementation and assistance throughout their ServiceNow journey. Customer enablement with INRY's assistance, ensured the organization is positioned for future growth and innovation in IT service delivery.



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