

Advancing IT Transformation with ServiceNow ITSM for a Community Healthcare Organization

At the heart of healthcare excellence in Illinois stands a leading not-for-profit organization that excels in providing exceptional care and top-tier treatments through the dedication of over 3,500 passionate professionals. Offering a spectrum of services, including inpatient, outpatient, home health, hospice, behavioral health, and primary care physician services, the customer's mission extends beyond conventional healthcare boundaries.

Over the years of building trust, the customer's goal is to enhance and sustain the health of everyone in the community, offering innovative and cost-effective medical treatments, and maximizing the quality of life by providing healing and support to help individuals live their best lives.

In this pursuit, the customer collaborated with INRY to transition their current ITSM solution from Ivanti to ServiceNow, streamlining their IT service management processes and leveraging a single system of action. This transition showcases the customer's commitment to technological excellence.

Aligning Our Goals for Customer's Success

INRY aligned with the customer's vision by engaging to implement ServiceNow's ITSM capabilities and



Replace the current solution. The implementation enhanced self-service through a user-friendly portal, separated incident, and problem work, assigned priorities independently, identified automation opportunities, and strengthened reporting capabilities.

Reduced
Incident
Volume
Worked by
16%

Improved
Adoption of
IT self-service
by **85%**

Boosted
Employee
Satisfaction
by **2x**

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Within a short timeframe of merely 6 weeks, INRY demonstrated its technological skills by helping the customer achieve the following outcomes using ServiceNow ITSM:

- Improved **Self-Service Portal navigation** empowered users to create incidents, track their progress, access **Knowledge Articles**, and generate **Custom Reports**
- ServiceNow's IT Service Management (ITSM) suite, including **Incident, Problem, Request**, and **Knowledge Management**, was configured to seamlessly align with the customer's IT operations
- **Streamlined IT ticket management** by integrating **1Call** for tracking and assignment, **Avaya** for managing IT tickets and requests, and bringing **SCCM data** into ServiceNow for real-time updates

Enhanced Collaboration for Continuous IT Operations

INRY and the customer worked together effectively, swiftly implementing the required changes within a 6-week timeframe and laying a foundation for ongoing improvements. Additionally, INRY integrated ServiceNow with the customer's existing external systems, such as 1Call, Avaya, and SCCM, ensuring

accurate and accessible data. Reducing incident volume was a significant achievement for the customer, as it enhanced operational efficiency and reduced downtime. This improvement also contributed to cost savings and improved user satisfaction, highlighting the effectiveness of the implemented strategies.



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