

Financial Services Case Study

How Enable transformed workflow & technology for BCS IT services

The business problem

- Customer forms submitted via email/no centralised platform
- Unscalable/outdated technology
- Disconnected team communication across lifespan of tickets
- Legacy system that needed replacing

The solution

- Two-phase project
- ITSM and launch pad implementation
- Service Request & Service Catalogue
- Centralised platform to manage all service requests.
- Consolidated CMDB, user data & bank data

The outcomes

- Fully integrated enterprise service portal with reporting & dashboards
- Incident, problem, change and knowledge management configurations
- Interactive SN module - allows creation of incident ticket from interaction ticket
- Decrease in incident number via user access to knowledge-based system

servicenow. Modules

