

STREAMLINING SERVICENOW INTEGRATION FOR TELECOMMUNICATIONS AND COMMUNICATIONS SERVICES



OBJECTIVE:

iLink Digital partnered with a telecommunications and communications services client to overcome challenges in service management processes, outdated platforms, manual asset tracking, and limited visibility. The objective was to streamline operations, automate processes, and enhance visibility using the ServiceNow platform

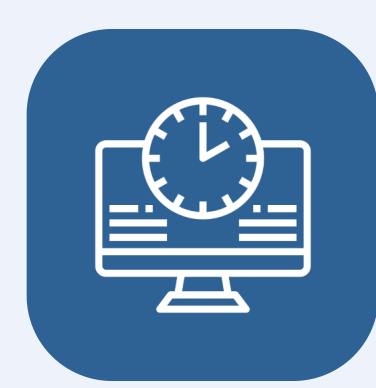
PROPOSED SOLUTIONS AND FEATURES:

To address these challenges, iLink Digital implemented ServiceNow with the following solutions and features:



Seamless Migration and Modernization:

Effortlessly migrated from legacy systems and decommissioned outdated platforms. Deployed customized ITSM, CSM, ITOM, and FSM modules to meet business requirements.



Real-time Reporting and Automation:

Replaced manual Excel reports with real-time reporting for comprehensive visibility and performance monitoring. Automated asset discovery to improve tracking, maintenance, and lifecycle management.



Customer Service Portal and Workflow Optimization:

Implemented a user-friendly customer service portal for enhanced experiences and self-service capabilities. Optimized workflows to streamline operations, reduce fulfillment time, and improve ticket resolution.



Integration and Scalability:

Seamlessly integrated with 15+ systems for efficient data exchange and interoperability. Leveraged ServiceNow's scalability to support future growth and expansion.

BUSINESS VALUE:

The ServiceNow integration by iLink Digital delivered significant business value to the client's telecommunications and communications services:



Streamlined Workflows and Enhanced Efficiency:

Achieved a 35% reduction in fulfillment time through optimized workflows and faster service delivery. Experienced a 26% increase in daily ticket resolution with improved routing and tracking.



Improved Visibility and Control:

Real-time reporting capabilities provided comprehensive visibility into operations, enabling proactive performance monitoring. Achieved 100% compliance with Occupational Health and Safety (OH&S) checklists for field services.



Enhanced Asset Management:

Automated asset discovery facilitated the tracking and management of 20,000+ IT assets, improving efficiency and maintenance processes.



Reduced Time-to-Resolution and Customer Satisfaction:

Achieved a 35% reduction in Mean Time to Resolution (MTTR) through streamlined processes and automation. The customer service portal and optimized workflows enhanced customer experiences and satisfaction.

KEY OUTCOMES:

35%
reduction in fulfillment time, optimized workflows, and faster service delivery

26%
increase in daily ticket resolution with improved routing and tracking

Automated asset discovery for efficient tracking and management of
20,000+ IT assets

35%
reduction in Mean Time to Resolution (MTTR) through streamlined processes and automation

Experience seamless ServiceNow integration with iLink Digital

iLink Digital specializes in ServiceNow integration, customization, and optimization for telecommunications and communications services companies. With expertise in addressing challenges and delivering tailored solutions, iLink Digital ensures successful ServiceNow deployments. Their focus on scalability, integration, and customer satisfaction drives streamlined operations, efficiency, and maximum ROI for clients in the telecommunications industry.