



Problem

As a young company, they depend on emails for issue resolution. Due to a dynamic and inorganic growth, there was an inherent need for a system of records and action to ensure IT availability to support their expanding business.

- Less visibility into the number of incidents occurring
- Unhappy users of old legacy systems
- Integrating Single Organizational IT Support to client and its Subsidiary companies

Solution

Input Zero Technologies implemented Service Portal with IT Service Management to raise issues and requests, driving self-service thus reducing workload

- ServiceNow ITSM
- Service Portal
- Requesting / Tracking of Employee Access to Over 30 Tools on ServiceNow with Multi Level Approvals Using Service Request

Result

- Less Time to Market: Go-Live for ServiceNow implementation in 15 days
- Merger of Food delivery app and our client app on ServiceNow: Under Single ServiceNow instance for tracking and resolving incidents and Service Requests
- Data Segregation for Tickets: IT, HR Facilities with respect to Food delivery app
- MTTR and TAT: Auto-Assignment of tickets to relevant group for increased efficiency