

SERVICENOW IMPLEMENTATION

ServiceNow Implementation for a Foods and Beverages Company y based out of Latin America

Implementation project on customer360 for their Sales, IT and Business Operations Teams

OBJECTIVES

ServiceNow faced challenges with a customer, a Latin American Foods and Beverages company, in implementing a Customer360 solution for their Sales, IT, and Business Operations Teams. The main objectives were to:

- Improve accuracy in results across multiple audits (CMS, MBO, Process/Processor).
- Ensure parity between business delivery, quality, and training.
- Reduce rebuttals in customer interactions.

SOLUTION

To tackle these challenges, ServiceNow implemented a comprehensive IT Service Management solution that included:

- Workflow automation and seamless integration with third-party systems.
- Development of payment-related catalogs in ServiceNow to streamline and automate payment processes.
- Creation of standard catalog items for common payment requests, including travel expenses.
- Integration with SAP ECC for real-time synchronization of financial data.
- Configuration of flexible workflows and approval processes to adapt to changing business needs.
- Setup of real-time reports and dashboards as per business requirements.

BENEFITS

1. Increased Visibility and Transparency

Enhanced visibility into payment requests, ensuring all stakeholders were informed.

2. Improved User Satisfaction

With a user-friendly interface and self-service capabilities, user satisfaction saw a significant boost.

3. Scalability and Flexibility

The solution was scalable and flexible, capable of accommodating future changes and enhancements in payment processes.



AT A GLANCE CHALLENGES

- Improving audit results (CMS, MBO, Process/Processor).
- Aligning business delivery with quality and training.
- Reducing rebuttals.

BENEFITS

- Direct benefits such as improved visibility, user satisfaction, and scalability.

PROJECT STATUS:

Live

END CUSTOMER TYPE:

In-Direct