

# Case Study : ServiceNow Implementation

## Engagement Summary

- ✓ Foods and Beverages company based out of Latin America
- ✓ Implementation project on customer360 for their Sales, IT and Business Operations Teams

### Challenges

- ❑ Comprehensive IT Service Management
- ❑ Workflow Automation
- ❑ Seam less Integration with Third Party Systems
- ❑ .Self-service Portals
- ❑ Real-Time Reporting
- ❑ Security and Compliance
- ❑ Scalability and Flexibility

### Solution

- Development of payment related catalogs in ServiceNow to streamline and automate payment process
- Creation of standard catalogue items for common payment requests, travel expenses
- Integration of one of the payment related catalogue with SAP ECC system for real-time synchronization of financial data
- Configuration of flexible workflows and approval processes to adapt to changing business needs
- Configuration of real time reports and dashboards as per business requirements

### Results

- ✓ Increased visibility and transparency into payment requests
- ✓ Improved user satisfaction with a user-friendly interface and self-service capabilities
- ✓ Increased flexibility and scalability to accommodate future changes and enhancements in payment processes
- ✓ Scalable Support Processes
- ✓ seamless integration

