

UNICO

IT service provider: Simpler processes, efficient operations



«The tool has moved us forward as an organization by allowing us to manage our knowledge in a centralized way. Thanks to ServiceNow, our 200 processes now run in a more standardized way. Our core processes "support service" are also better structured.»

Lukas Hertig, COO, Unico Data AG

Industry: IT Solutions Provider

UNICO

Powerful system

**Significant time
savings**

Modern tool

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Initial situation

What was the situation up to now?

Unico Data is an IT service provider that manages its own tickets and those of its customers with an [ITSM system](#). The last system used reached its limits and Unico Data decided to use a solution that would not only cover today's service management needs, but also those of the future. In the subsequent evaluation phase, the company opted for the [ServiceNow platform](#). The challenge in this project was, on the one hand, to ensure consistency between the IT Service Management and [Customer Service Management](#) modules. On the other hand, processes had to be redefined according to best practice, streamlined in places and implemented automatically. In addition, the solution also had to cover the invoicing process, among other things.

Customer benefits

What has improved as a result of the solution?

The CSM and ITSM portal from ServiceNow is a great help for the employees of Unico Data, as it enables them to work with their customers more easily and quickly. What convinced them was not only the high level of user-friendliness (simple forms and processes) and intuitive interface, but also that they can independently adapt the portal to their needs (colours, images, information, functions) and that no intensive training is necessary. With the solution, Unico Data has significantly improved the way they work and simplified and automated over 200 processes, creating more efficient workflows. Since Unico Data's customers also use ServiceNow's CSM portal for their tickets, handling is now much easier for them as well. The knowledge base is also a great relief for the employees, as they can centralise knowledge that was previously scattered in various systems and make specific areas of it accessible to the customer.

Services

What services have we provided?

Thanks to the ServiceNow platform, Unico Data has simplified over 200 processes and optimised internal workflows. Through the consistent digital mapping of all workflows in ServiceNow, the process quality could be improved and company knowledge could be made available in a centralised way in the form of self-help documents.

Our services for Unico Data:

- Workshops
- Basic setup of the platform, configurations, and programming
- Advice and support on specific issues, knowledge transfer

Platform

- ServiceNow

Topics/Modules

- Customer Service Management
 - Case Management
 - Customer Portal
 - Service Catalog
 - Workflow Designer
 - Knowledge Management
 - CMDB
 - Reporting and Dashboards
- IT Service Management
 - Incident, Problem, Change
 - Portal
 - Service Catalog
 - Workflow Designer
 - Knowledge Management
 - CMDB
 - Reporting and Dashboards