

HEXAWARE

A unified ITSM platform
improves Customer
Satisfaction Score
(CSAT) by 76% for a
leading gold producer

Mining business value with ServiceNow

Case study



Client

- | Client
- Challenge
- Solution
- Benefits
- Summary

The client is a US-based gold, silver, copper, lead and zinc producer with a global pipeline of high-quality development and exploration assets. They have expertise in project construction, mining, and processing and own a diversified portfolio of high-margin, long-life assets along several of the world’s most prolific precious metal districts.



Challenge

Client

| **Challenge**

Solution

Benefits

Summary

The client wanted to transform workflows to drive agility across their IT ecosystem. They were grappling with a disparate environment that impacted service quality and impeded business transformation. Their key challenges were:

- Legacy processes on the Zendesk ITSM tool
- Lack of standardized service catalogs for end users
- Multiple point tools that needed unification
- An in-house team struggling to deliver service quality
- Ineffective change process with manual and cumbersome change templates
- Lack of automated reporting and real-time dashboards
- Lack of user touchpoints across multiple locations to track requests
- A knowledge management process that needed improvement



Solution

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The Hexaware approach focused on implementing an IT Service Management (ITSM) platform for providing a standardized, unified prioritization of work based on SLAs. The ServiceNow journey involved:

- Implementing a best practices framework with enhanced process KPIs tailored per various personas
- Leveraging a dynamic translation virtual agent to handle off-hours language requirements (Turkish & Spanish)
- Setting up a centralized knowledge management database (KMDB) for shift left methodology
- Laying the foundation of a centralized configuration management database (CMDB) as a single source of truth with embedded checkpoints and KPIs for in-depth tracking
- Enabling role-based reporting, traceability, and performance monitoring via H2O reports & dashboards
- Creating an online portal enabling the end-to-end automation of the entire servicing workflow
- Ensuring simplified and integrated workflows to increase agility



Benefits

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- 76%**
Improvement in CSAT scores
- 93%**
Live chat satisfaction
- 8+**
Tools integrated with the ServiceNow platform
- 24/7**
Support model for employees via dynamic translation



Summary

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| **Summary**

We helped accelerate our client's goals of aligning IT and business goals on a single unified ITSM platform that ensured agility and enhanced customer satisfaction. The client improved their CSAT scores by 93%. Our deep ServiceNow platform and technology expertise helped us create value across the customer IT ecosystem by integrating and transforming workflows. The outcome-based approach and a continual service improvement process by identifying opportunities aligned to the business, executing plans, and measuring value helped drive competitive agility and digital transformation



About Hexaware

Hexaware is a global technology and business process services company. Our 27,000 Hexawarians wake up every day with a singular purpose; to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With 40+ offices in 19 countries, we empower enterprises worldwide to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at www.hexaware.com.

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