Modernize & Automate ITSM

Workgrid

By implementing Workgrid, a global technology solution provider with 100,000 employees plans to create a unified digital experience for employees that consolidates notifications, communications, approvals, and information from core enterprise systems while also modernizing various outdated digital experiences including their on-premise ITSM solution.

Company at-a-glance

- **Industry: Technology Solutions**
- **Number of Workers: 100,000+**

Challenge

The customer understood that they could significantly improve their business and successfully retain talent by simplifying the work day for employees. That meant delivering the modern, consumer-like digital experience workers have increasingly come to expect in the workplace.

The company had various enterprise applications, workflows, and processes it wanted to modernize by making them easier to use and available on the Workgrid mobile app. This included their ITSM system. The company did not want to embark on a large-scale solution replacement, but rather find a solution that would deliver an enhanced experience across applications with a poor UX or complex multi-layered workflows.

The company was also looking to replace their current enterprise approval platform and replace it with one that could aggregate approvals from across the company's various core applications, including SAP SuccessFactors, Concur, FieldGlass, Clarity, and Remedy. Their current solution provider had limited functionality with integration templates, so the company needed a solution that was more flexible in leveraging and extending pre-packaged integrations, rather than being constrained to just the functionality that was available out of the box.

Solution

The company plans to implement Workgrid, a digital experience platform that simplifies interactions with complex enterprise systems and creates a centralized view of everything employees need to know or take action on.

SAP Ariba
19h ago

Requisition - PR5396
Requested By: Brandon Kerry
Total Amount: $99.99

APPROVAL

Corporate Credit Card
19h ago

Corporate Credit Card

A corporate credit card approval has arrived from *Melissa Employee*.

APPROVAL

Oracle HCM
19h ago

Change Assignment

Anton Manager is requesting a change request for employee **Joe Employee** (ID N0022211) as of MONDAY, JULY 27, 2020.

APPROVAL

Concur
19h ago

Expense Report
Test Expense, in the amount of $20.00 has been submitted for approval.

APPROVAL

# How Workgrid will save time and reduce frustration for employees:

A custom app built for Remedy within Workgrid will allow employees to seamlessly access the corporate IT service catalog from the company's intranet portal or mobile device to make requests, without having to log into the main application. This custom service request app leverages an easy to use and modern UX that focuses on the employees' intent, insulating the worker from the complexity by only presenting them with options relevant to their specific IT service catalog request.

Workgrid will replace the company's existing enterprise approval platform, enabling them to streamline approval workflows by creating a unified, streamlined experience for receiving updates and taking action on approvals from SAP SuccessFactors, Concur, Fieldglass, Remedy, and other enterprise systems.

Integrating Workgrid directly within the homepage of their existing SharePoint intranet will create a centralized hub for employees to access everything they need to know and take action on.

Benefits

Because Workgrid acts as a digital experience layer that abstracts critical information and notifications from legacy applications, it's the ideal solution for creating the consumer-like experience employees have come to expect. The use of Workgrid will significantly improve the digital experience across a range of IT functions, increasing productivity and engagement and driving business value.

Benefits Realized

- **Reduced frustration for the ITSM experience —** employees no longer have to navigate through the robust yet complex Remedy system to submit IT service tickets.

- **Increased productivity —** by reducing the number of steps to submit ITSM tickets and creating a centralized source for approvals, employees have move time to focus on high-value work

- **Improved staffing —** attracting and retaining top talent becomes easier because of a modern employee experience that's perceived by prospective employees as a point of competitive differentiation

- **Increased engagement with the intranet —** as employees are frequently drawn to the site to consume important information and complete high-volume tasks

- **Modernize & Extend Legacy System Investment —** by leverage existing investments in legacy systems, the organization was able to improve business processes and deliver the modern, consumer-grade experience employees expect much faster and more cost effectively than they could have with a complete system overhaul.
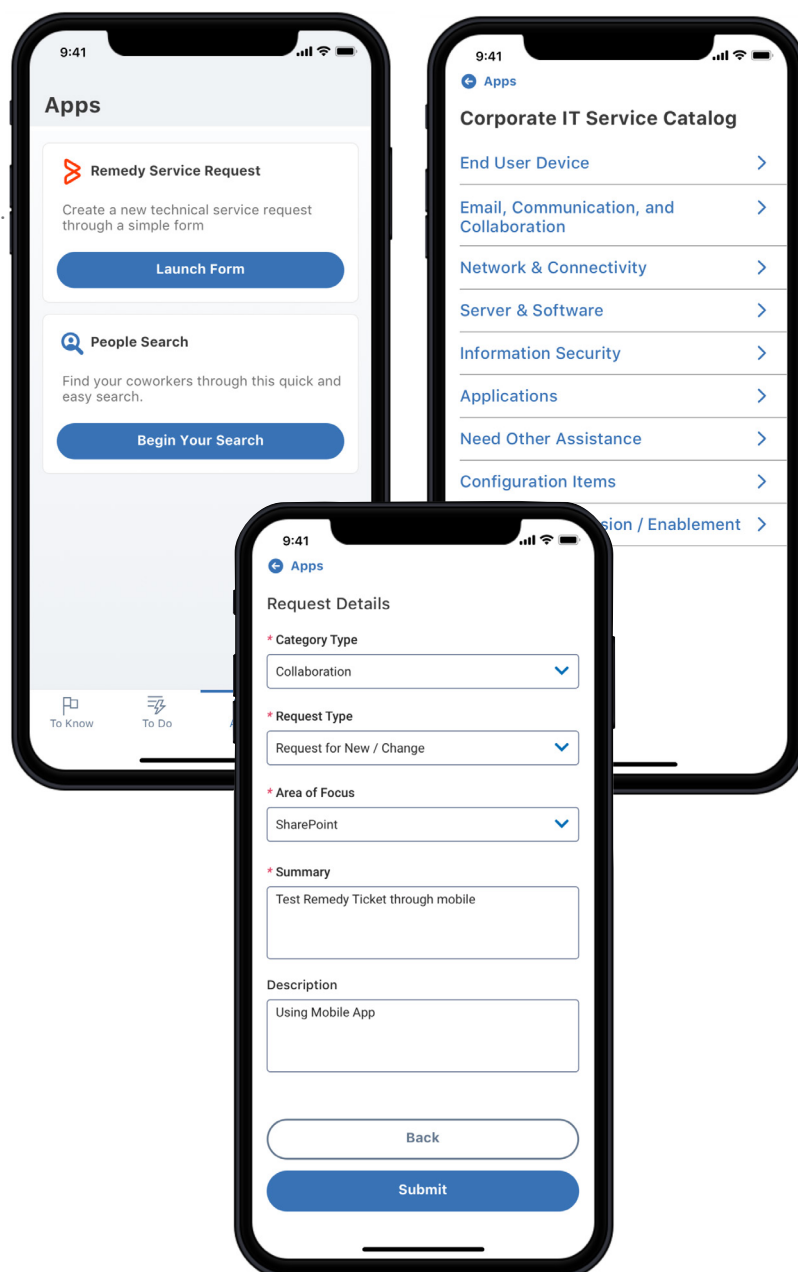
Interested in seeing Workgrid in action yourself?

Sign up for a <u>free trial!</u>

Workgrid

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