ServiceNow ITSM

Streamlining Employee Onboarding, Offboarding, & Cross-boarding

Context:

Merchants, a division of NTT, specialises in business process outsourcing and is a renowned partner for customer management, providing exceptional customer experiences and managing global contact center operations.

However, with a large workforce, they faced difficulties managing their employee's Onboarding, Offboarding, and Cross boarding services. Therefore, the Merchants leadership team started looking for a solution that could help them streamline their Onboarding/Offboarding/Cross boarding processes and improve employee satisfaction. Nihilent, a global consulting and solutions integration company, was chosen as a partner to provide comprehensive solutions using the ServiceNow ITSM.

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Problem:

The customer had a complex and confusing Onboarding/Offboarding/Cross boarding process, and it was not user-friendly as a whole user experience was not satisfactory. In addition, the hiring and employee onboarding process was very cumbersome. Therefore, the customer wanted to automate

- Onboarding/Offboarding/Cross-boarding processes
- Significantly update the Contingent worker onboarding Workflow to set the profile source as Service-
- Now for User record creation.
- Update Offboarding workflow by calling OnePlatform API to set the profile source as ServiceNow.
- Improve the accuracy and speed of Onboarding/Offboarding/Cross boarding service operations.
- Reduce/Minimize the cost and complexity of their Onboarding/Offboarding/Cross boarding processes.
- Create of API endpoint for Employee Onboarding/Offboarding/Cross-boarding process.
- Provide a more user-friendly experience.

Solution:

Merchants- a Business Process Outsourcing Division of NTT partnered with Nihilent, a global consulting and solutions integration company, to provide a holistic solution through the ServiceNow ITSM. The objective was to improve Onboarding/Offboarding/Cross boarding services with customized workflow management and streamlining Onboarding/Offboarding/Cross boarding processes. Nihilent's team worked closely with Merchants to understand their requirements and customize the ServiceNow ITSM solution accordingly.

The solution included the following components:

Assessment and Workshops: The implementation began with thoroughly analyzing the customer's existing systems and processes. Nihilent worked closely with the client to identify pain points and areas of improvement. After the requirements, the team started the implementation process.

Design and Implementation: Based on the assessment, Nihilent designed and implemented a customized ITSM solution aligned with the client's business objectives and strategic goals.

ServiceNow ITSM: Nihilent implemented ServiceNow ITSM, an IT service management module that streamlines Employee Onboarding/Offboarding/Cross-boarding Catalog items, Workflow

Management, Service Portal, Email Notification Configuration, Report & Dashboard. The tool helped Merchants to improve their Onboarding/Offboarding/Cross-boarding service operations, automate workflows, and resolve employee issues quickly.

Integration with Okta: Nihilent also implemented real-time integration between Okta and the ServiceNow Platform. The integration allowed seamless user data upgradation between the two systems, enabling the SNI to access and update user information more efficiently.

Testing: Nihilent extensively tested the solution to ensure it was functioning correctly and meeting the client's requirements.

Outcomes:

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- Streamlined processes: Consolidating Onboarding/Offboarding/-Cross-boarding processes into a single platform reduced the complexity of the employee's Onboarding/Offboarding/Cross-boarding processes, resulting in faster and more accurate Onboarding service delivery.

- Improved employee experience: The new, user-friendly ITSM portal improved the employee experience by providing a single, easy-to-use interface for accessing all Onboarding/Offboarding/-Cross-boarding processes services.

- Increased efficiency: With ServiceNow ITSM, Merchants could automate workflows and resolve employee issues quickly, resulting in increased efficiency in its Onboarding/Offboarding/Cross-boarding service operations.

- Seamless data mapping: The real-time integration between Okta and ServiceNow Platform allowed seamless user data upgradation between the two systems, enabling the SNI to access and update user information more efficiently.
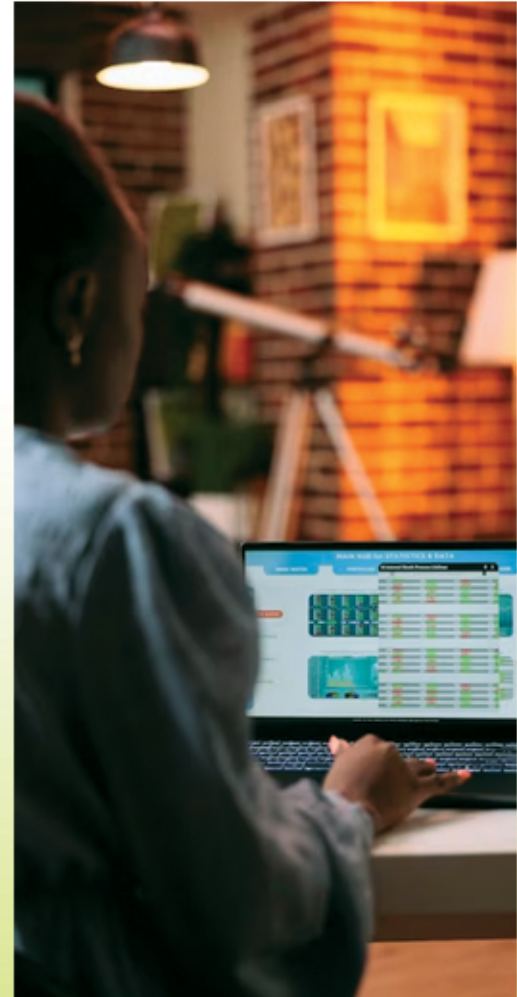
Conclusion:

Nihilent's comprehensive solutions using the ServiceNow ITSM and integration with Okta helped Merchants streamline Onboarding/Offboarding/Cross-boarding processes, improve efficiency, and ensure better data security. Implementing ServiceNow ITSM Service Catalog Management and Workflow Management, integration with the Okta platform, brought great success for Merchants. The new system has enhanced employee service offerings and provided a single platform to manage employee Onboarding/Offboarding/Cross-boarding services. The real-time integration between the two systems has ensured that user data is accurate and up to date across both systems. Nihilent's expertise and experience in implementing ServiceNow ITSM Service Catalog Management Workflow Management, Email Notification Configuration, and integrating it with legacy applications have been crucial to the project's success.

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