Streamlined Onboarding/Offboarding with Nihilent's ServiceNow ITSM Solution

Context:

Merchants, a division of NTT, is a renowned Business Process Outsourcing (BPO) provider. Established in 1981, they have been operating in the contact centre industry, specializing in customer experience and interactions. With extensive experience in creating and managing contact centre operations worldwide, Merchants faced challenges in managing their employee Onboarding/Offboarding services due to their migration from Workday to Sage (as Merchants) and the need to establish a new integration for Head Office and Support Services users within the NTT AD. Consequently, they sought a solution leveraging ServiceNow ITSM to streamline their Onboarding/Offboarding processes. To implement the ServiceNow ITSM solutions for Merchants, they partnered with Nihilent, a global consulting and solutions integration company.

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Problem:

The customer wanted to manage their employee profile created in SNI using Onboarding/Offboarding process as they have migrated off Workday onto Sage (as Merchants) and needed to build a new integration for their Head Office and Support Services users back into the NTT AD. The customer wanted to use the existing Onboarding/Offboarding processes for handling Merchant's user profiles in ServiceNow. The existing NTT global Onboarding/Offboarding process needed modification to log onboarding/offboarding tickets with no sub-task and Auto-complete tickets when OnePlatform confirms the profile. To use the existing process in SNI, the Merchant's team wanted API endpoints along with improved accuracy and speed of Onboarding/Offboarding service operations while reducing the cost and complexity of their Onboarding/Offboarding processes.

Solution:

Merchants partnered with Nihilent, a global consulting and solutions integration company, to implement the ServiceNow ITSM solution. The objective was to create and handle merchant employee profiles in SNI using the existing Onboarding/Offboarding process with Merchant specific customizations Nihilent's team worked closely with Merchants to understand their requirements and customize the current process to accommodate the newly built APIs.

The solution included the following components:

Assessment and Workshops: The implementation began with thoroughly analyzing Merchant's expectations from existing systems and processes. Nihilent worked closely with the client stakeholders to identify requirements. After finalizing the requirements, the team started the solution 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: NTT Global's Onboarding/Offboarding process needed to be modified to accommodate client requirements. Nihilent implemented solutions that align with existing Employee Onboarding/Offboarding Catalogue items, Workflow Management, Service Portal, Email Notification Configuration, Report & Dashboard. The solution helped Merchants to create and manage employee profiles in ServiceNow.

Integrations: Nihilent used existing OnePlatform Integration to validate Merchant's profile with the help of APIs for Onboarding, Offboarding and to fetch single user profiles. The integration allowed user data upgradation between the two systems, enabling the SNI to access and update user information more efficiently.

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

Rollout: Nihilent worked with the client to roll out the ITSM solution to their merchant workforce, providing ongoing support and maintenance.

Outcomes:

The implementation of the ServiceNow ITSM solution by Nihilent resulted in significant outcomes for the Merchants employee, including:

- **Employee profile handling:** Creation and handling of Employee profiles with the help of APIs and modified Onboarding/Offboarding processes resulted in a faster process and more accuracy.

- **Improved experience:** The new, user-friendly APIs provide an easy-to-use interface for accessing all modified Onboarding/Off-boarding processes.

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

Conclusion:

Nihilent successfully implemented ServiceNow ITSM and integrated it with OnePlatform, enabling Merchants to streamline profile creation and management by leveraging their existing Onboarding/Offboarding processes in SNI. This integration significantly improved efficiency and ensured enhanced data security. By making necessary modifications to ServiceNow ITSM Service Catalogs, Workflows and integrating with One-Platform, Merchants experienced a highly successful outcome.

The solution significantly enhanced employee service offerings and provided Merchants with a centralized platform for efficient employee management. The real-time integration between the two systems guarantees the accuracy and timeliness of user data across both platforms. Nihilent's expertise and experience in implementing ServiceNow ITSM, including Service Catalog Management Workflow Management, Email Notification Configuration, and seamless integration with legacy applications, played a crucial role in the project's success.

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