

## CASE STUDY



# Streamlining Employee Lifecycle Management

**BPO Services Organization Enhances Onboarding and Offboarding with ServiceNow ITSM**

## Overview:

A global Business Process Outsourcing organization specializing in customer experience and contact centre operations faced challenges managing employee onboarding and offboarding. Following migration from Workday to Sage and the need to establish new integrations for head office and support users within enterprise Active Directory systems, the organization required improved process efficiency and data consistency.

To address these needs, the organization partnered with Nihilent to implement and customize a ServiceNow ITSM solution that would streamline profile creation, integration, and lifecycle management processes.

# Challenges:

The organization encountered operational and integration challenges:

- Need to manage employee profiles through existing onboarding and offboarding processes after system migration
- Requirement to integrate head office and support users into enterprise directory environments
- Existing workflows required modification to log lifecycle tickets without subtasks
- Requirement for automated ticket completion upon external platform validation
- Need for API endpoints supporting profile creation and updates
- Desire to improve operational accuracy, speed and cost efficiency

These issues created process complexity and reduced efficiency across lifecycle operations.

# Solution Implementation:

## Assessment and Workshops:

- Evaluated expectations from existing systems and workflows
- Engaged stakeholders to define requirements
- Finalized implementation roadmap

## Design and Deployment:

- Customized ITSM workflows aligned with business objectives
- Adapted lifecycle processes to support newly developed integrations

## ServiceNow ITSM Capabilities:

- Modified onboarding and offboarding processes
- Enabled catalog item alignment and workflow management
- Configured service portal and notification mechanisms
- Implemented dashboards and reporting

## Integration Enablement:

- Leveraged existing integration platform to validate employee profiles through APIs
- Enabled onboarding, offboarding and profile retrieval
- Ensured seamless user data updates across systems.

## Testing and Rollout:

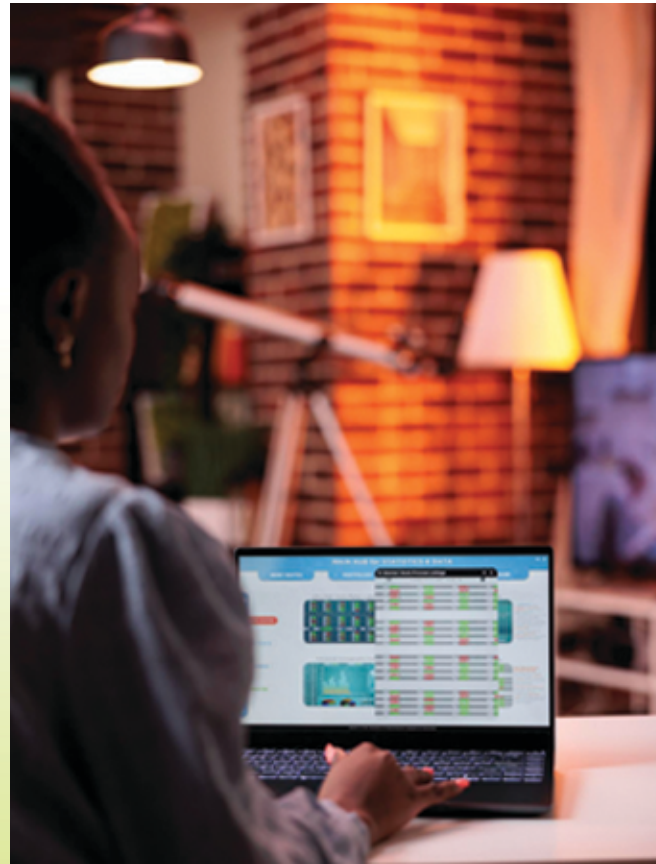
- Conducted comprehensive validation testing
- Deployed solution across workforce environment



# Results and Impact:

The implementation delivered measurable improvements:

- **Process Streamlining**  
Centralized lifecycle workflows reduced operational complexity
- **Improved Profile Management**  
Automated validation enabled faster creation and updates
- **Enhanced Data Accuracy**  
Real time integration ensured consistency across platforms
- **Efficiency Gains**  
Reduced manual intervention and operational overhead
- **Improved Employee Service Experience**  
Unified interface simplified lifecycle interactions



## Conclusion:

Through the implementation of ServiceNow ITSM and integration enablement, Nihilent enabled the organization to modernize employee lifecycle management. The solution enhanced operational efficiency, improved data accuracy and provided a centralized platform for profile management. By leveraging workflow customization, catalog configuration and system integration, the transformation positioned the organization for scalable and reliable workforce operations.

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