

CASE STUDY



ServiceNow ITSM Implementation

Streamlining Employee Onboarding, Offboarding and Cross boarding

Overview:

A global business process outsourcing organization delivering customer management and contact center services sought to modernize workforce lifecycle management. With a large employee base, managing onboarding, offboarding and cross boarding processes had become complex, manual and inefficient, impacting employee experience and operational speed.

To address these challenges, the organization partnered with Nihilent to implement a customized ServiceNow ITSM solution that would automate workflows, simplify operations and enhance service delivery.

Challenges:

The organization faced multiple operational inefficiencies:

- Fragmented and confusing employee lifecycle processes
- Cumbersome and manual onboarding workflows
- Limited automation across service operations
- Delays and inaccuracies in employee data handling
- High operational complexity and associated costs
- Lack of intuitive user experience
- Need for API based integration and workflow modernization

These gaps affected employee satisfaction and hindered service efficiency.

Solution Implementation:

Assessment and Workshops:

- Conducted detailed evaluation of existing processes and systems
- Identified pain points and improvement areas
- Gathered requirements through stakeholder collaboration

Design and Deployment:

- Designed a customized ITSM framework aligned with business goals
- Implemented automated lifecycle workflows

ServiceNow ITSM Capabilities:

- Employee lifecycle catalog items
- Workflow automation and management
- Service portal configuration
- Email notification setup
- Reporting and dashboards.

This enabled automation of onboarding, offboarding and cross boarding activities while improving issue resolution speed.

Process Enhancements:

- Updated contingent worker onboarding workflows
- Modernized offboarding workflows via API integration
- Developed API endpoints for lifecycle processes
- Improved accuracy and turnaround times.

Okta Integration:

- Implemented real time integration between Okta and ServiceNow
- Enabled seamless user data synchronization
- Improved identity and access data management

Testing:

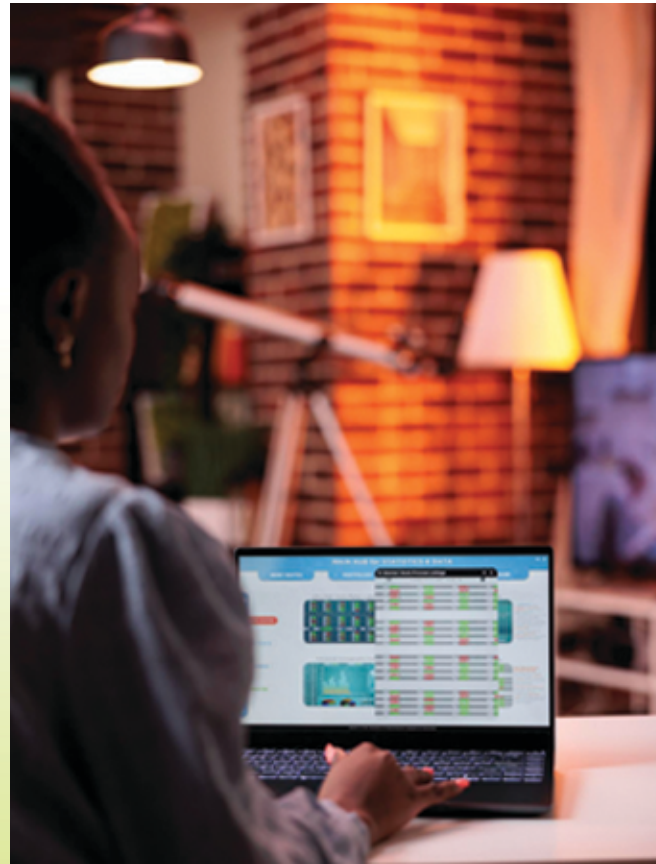
- Conducted extensive validation to ensure performance and alignment with requirements



Results and Impact:

The implementation delivered substantial operational improvements:

- Streamlined Processes Lifecycle activities consolidated into a single platform, reducing complexity
- Enhanced Employee Experience User friendly portal providing centralized service access
- Increased Efficiency Automated workflows accelerated issue resolution
- Improved Data Consistency Real time integration ensured accurate user data synchronization
- Faster Service Delivery Reduced onboarding cycle times and operational delays



Conclusion:

By implementing ServiceNow ITSM with integrated identity management capabilities, Nihilent enabled the organization to transform employee lifecycle management. The solution improved operational efficiency, enhanced employee experience and strengthened data accuracy across systems. This engagement demonstrates how workflow automation and platform integration can elevate service delivery and support scalable workforce operations.

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