Reinventing the Facilities Department with Service Automation

AEGIS Speeds Request-Fulfillment Process and Automates Functions with ServiceNow Facilities Service Automation

Business Need
In the course of creating a self-service portal for managing IT demands and automating processes with ServiceNow, the Office of the CIO team at AEGIS discovered that the value could equally be applied to other departments, such as Facilities. According to Stephen Sikora, an IT project manager for AEGIS Insurance Services, the Facilities group needed a tool that would allow them to effectively manage their workload to allow them to respond to issues in a timely manner. “Everything was manual,” said Sikora. “They would get phone calls and emails from people to do things.” It’s tough to prioritize and respond to requests in a timely manner when relying on communications tools, such as email and the phone system. AEGIS turned to ServiceNow Facilities Service Automation on the ServiceNow platform to replace an unstructured, communications-based process with an automated system.

Business Solution
As a starting point, the AEGIS IT team determined that an easy transition would be to work with an email-initiated approach. “Within a couple of days I had Facilities set up so that emails with requests or problems were intercepted by ServiceNow and converted into service tickets,” said Sikora. “The ServiceNow system would automatically assign the task to a Facilities team member, and the status was reported back to the original requestor.” Requests don’t get buried or lost and requestors get the assurance of knowing exactly where things stand. Later, the IT team incorporated Facilities requests and status into the centralized portal they developed for employee self-service.

Results
- Requests are now promptly handled, and urgent issues are prioritized for immediate service.
- Workload and performance of team members can be easily tracked. In addition, the manager has insight into what each person is working on, how quickly they were able to respond to requests and how long various things took to resolve through the use of a dashboard that was specifically developed for him.
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With floor plans loaded into ServiceNow, requests are mapped to exact locations, making it easier to respond and work more effectively. The system knows the location of each person’s cubicle or office.

Various Facilities functions were also automated. For instance, AEGIS is using ServiceNow to manage the inventory of toner cartridges for printers and copiers, something previously dependent on logging in a spreadsheet. “Previously it was not possible to know the exact inventory and when items needed to be replenished. Now we have the inventory automated, so that whenever a ticket reflected using a new cartridge, it would update the overall inventory and could flag the need to order more. They can also tell where all the inventory is going,” said Sikora.

Ordering business cards is another function AEGIS automated. Now, requests are automatically routed for approvals within the various departments and then to HR. Then the order can be placed with the printer.