



“With ServiceNow, we’ve radically streamlined our field service operations. Our field techs are incredibly enthusiastic about using ServiceNow, and our field service supervisors now have the visibility they need to maintain our network to the highest standards.”

—Mike Ginger, Supervisor, ITSM Operations Information Technology



Headquarters

St. Louis, California

Industry

Utilities

Highlights

- Deployed ServiceNow to replace legacy IT ticketing system
- Ameren went live with Field Service Management in just one month
- Improved visibility and efficiency by eliminating spreadsheets and manual tools

Ameren Automates Field Service Across Illinois and Missouri

ServiceNow Powers Planned Maintenance of More Than 300 Telecommunications Sites

Ameren is an electricity and natural gas utility serving 2.4 million electricity and 900,000 natural gas customers in Illinois and Missouri. They are the largest electrical power provider in Missouri, and one of the largest natural gas distributors in Illinois. The company has more than 8,500 employees, generates nearly 10,200 megawatts of electricity, and owns more than 7,500 miles of transmission lines.

Ameren originally deployed ServiceNow to replace their legacy IT ticketing system. At the time, they were facing an enormous upgrade effort, and wanted a modern solution that would take them forward into the future. After carefully evaluating several vendors, Ameren chose ServiceNow. According to Mike Ginger, “We looked at costs, configurability, platform capabilities and other key factors – and ServiceNow was the clear winner. We’re particularly impressed with the visibility that ServiceNow gives us – we can now take a much more analytical approach to managing our critical business applications, and it’s really paying off in terms of improved availability.”

Extending ServiceNow to Field Service Maintenance

As the news of ServiceNow’s success spread, other groups within Ameren became interested in ServiceNow’s capabilities. In particular, the director of Ameren’s telecommunications group saw the potential of ServiceNow’s Field Service Management. Ameren has an extensive telecommunications network to support their internal and field operations. This network spans more than 300 sites, including outside plant such as towers, as well as buildings and telecommunications equipment. At the time, Ameren used spreadsheets and other manual tools to manage network maintenance. They wanted a better way to drive field service activities – one that increased efficiency and gave them better visibility of their ongoing maintenance processes.

Only One Month to Go Live

Ameren went live with Field Service Management in just one month, initially targeting quarterly planned maintenance. Ginger says that, “ServiceNow is a perfect fit for the way we do maintenance. There was very little configuration to do, and we got a really polished result. The field techs love the simplicity – and supervisors can now easily track work order completion, rather than relying on outdated spreadsheets.”

“ServiceNow has given us incredible confidence – not just that things are possible, but that we can deliver new capabilities quickly and easily.”

Ginger continues, saying that, “We kept our initial rollout simple, only using a fraction of the features that ServiceNow gives us. This was deliberate – we wanted to drive quick adoption by giving our field techs basic capabilities they could start using right away. Acceptance was immediate – and now we’re getting a huge number of enhancement requests, both from the field and from our business people. It’s incredibly gratifying – and, in many cases, delivering these enhancements is simply a matter of turning on and configuring out-of-the-box ServiceNow functionality.”

Advanced Capabilities Create Boundless Possibilities

Ameren has already started to make use of these advanced ServiceNow field service features. For example, they have recently added smartphone access for their field techs – which Ginger says took very little effort. They are also starting to move beyond planned maintenance, recording issues and grouping them against installations such as towers, so a technician can address multiple issues in a single site visit.

Looking forward, Ginger sees almost boundless possibilities. For example, Ameren now plans to use ServiceNow for field dispatch, combining both planned maintenance and urgent site visits into a single field work management platform. They are also deeply interested in using ServiceNow to track assets in all of their telecommunications sites, including handling processes such as shipping equipment to these sites.

The Confidence to Say Yes

Summing up Ameren’s experience with ServiceNow Field Service Management, Ginger says that, “Working with ServiceNow has been incredibly encouraging, both for IT and for our field operations. Our field techs and business people feel enabled – they are always asking whether we can do this or that. It’s a great feeling to say ‘Yes’. ServiceNow has given us incredible confidence – not just that things are possible, but that we can deliver new capabilities quickly and easily.”

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