When does employee experience matter?

Deliver a five-star employee service experience in the moments that matter

**Solutions to do it**
- ServiceNow® HR Service Delivery
- ServiceNow® Mobile
- ServiceNow® IT Service Management

What we did
Created a single, easily accessible portal that employees can access anytime, anywhere, and get help with requests across both HR and IT

Achieving 90% case deflection
Just 16 agents take care of 50,000 employees across 24 states

Now 97% of cases completed below five-day SLA

A little background
Sanford Health aims to deliver a five-star service delivery experience for its employees in the moments that matter. However, with 50,000 employees spread across 24 states, and acquisitions of other healthcare organizations, scaling that five-star service experience can be a significant challenge.

Meeting all staff needs
"We have a belief and methodology around five-star service delivery on the things that matter to our employees," says Chief HR Officer, Darren Walker. "We want to simplify their work so they can focus on taking care of our patients and residents." To achieve this, in collaboration with ServiceNow, Sanford Health has created a unified service portal which brings the HR and IT teams closer together. By providing a single source for employees to go to for questions, and a seamless experience when transferring cases between departments, the teams work better together.

Our aim is to simplify our employees’ work so they can focus on taking care of our patients and residents.

Darren Walker
Chief HR Officer, Sanford Health

How do you drive digital transformation?

Banco de Costa Rica creates ServiceNow ‘Champions Program’ to drive digital transformation from within

**Job to be done**
Improve the IT department, particularly the technical support for more than 250 offices and ATMs

**Solutions to do it**
- ServiceNow® IT Service Management

**What we did**
Deployed a centralized ITSM solution, and created a ‘Champions Program’ to promote digital transformation throughout the bank

Achieved 22% increase in workflows

Now 48% of customer requests are handled by BCR through ServiceNow

And 24% reduction in service request issues

Driving socioeconomic development

Banco de Costa Rica (BCR) is a financial conglomerate that drives Costa Rican socioeconomic development. Through its financing, it supports the works that support economic growth, attraction of foreign investment, sustainable tourism development, employment generation, and the general welfare of Costa Rican inhabitants. Banco de Costa Rica selected ServiceNow to automate the services of different bank departments, and its use has expanded from IT to other internal service areas.

The issue
In 2016 there was a need to improve the IT department, particularly technical support for more than 250 offices and a similar number of ATMs. ServiceNow replaced the help desk software which was available at that time to centralize case management, incident management, service requests, service catalog, and change management.

"The platform is great but, as with any project, you have to devote understanding and effort to it. The outcome has been more than satisfactory - we have trained several experts on the platform and many of them are currently working in the bank development department, and they have become their own area developers."

Álvaro Echandi
Telecommunications Supervisor
Banco de Costa Rica

Banco de Costa Rica creates ServiceNow ‘Champions Program’ to drive digital transformation from within
Implementation and start-up process

In 2016, BCR deployed ServiceNow IT Service Management (ITSM) for basic services, particularly the service catalog, allowing customers to complete processes digitally through the platform. Over a period of three years, the platform was used only for IT without exploring all its other benefits.

In 2019, the number of IT agents deploying services to address problem management, catalog requests, and troubleshooting increased from 115 to 346. By the end of 2019, BCR introduced the ‘Programa de Campeones’ (Champions Program) to not only train IT agents but to invest time and effort in the management of other areas and the digital transformation of departments that needed automation.

The creation of workflows had an exponential growth, from 69 to 112, implementing new processes in areas such as assets, CMDB, portal, and mobile services. These solutions were later deployed in departments such as legal and invoices and payments, automating these processes.

Currently, BCR has more than 57 people trained through ‘Programa de Campeones’, and ten new workflows have been created, ranging from inception to process through the platform.

"From the time we started ‘Programa de Campeones’ until now we have trained 57 people. The program is strong and, building on this initiative, ten new workflows have been created," explains Álvaro Echandi, Telecommunications Supervisor at BCR.

Benefits

With the adoption of ServiceNow ITSM, BCR has increased workflows by 22% and the number of customer requests through ServiceNow that are managed by the bank has increased by 48%. These changes have had a better use with a checkpoint that has increased up to 453% between 2019 and 2020, reinforcing configuration. Service requests outside the organization that are entered through a ticketing system (one of the workflows that were implemented) have increased by 41% and problems have decreased by 24%.

"Knowledge is what helps us to accomplish digital transformation on a platform like ServiceNow, that provides us with tools and materials like Developer Site, Customer Success Management, the Resource Center, and the communities. There is plenty of information for anyone interested in developing and making the training program grow," adds Álvaro.

“Today, ServiceNow is seen as a strategic platform for the organization. It is no longer discussed whether to look for another platform or not, but how far ServiceNow will go for BCR, how much it will cover, and to what extent it will collaborate on all this effort of digital transformation.

Álvaro Echandi
Telecommunications Supervisor
Banco de Costa Rica
With ‘Programa de Campeones’, BCR was able to delegate a lot of the technical part, getting a very interesting experience, since its own staff become the experts between the management department and the area that needs the service.

**Future roadmap**

BCR is currently at a checkpoint on the deployment and growth of the ServiceNow ITSM platform.

Standards have been established and critical efforts have been done on configuration, as well as rules of workflows and texts to be followed. The staff have become ServiceNow managers to determine the way of working and how to explain it to the champions to maintain quality.

BCR is looking forward to using Employee Experience and continuing the supervision and quality of ServiceNow solutions.

"Being a ServiceNow manager, with more than 400 fulfillers, I haven't sacrificed the weekends nor the nights, due to precisely the fact that the platform allows people to make a very simple setup and delegate much of the technical part, such a user-friendly platform to go hand in hand with a strategic partner that really makes things easy," concludes the Director.