

Corteva reinvents IT service delivery

ServiceNow gives employees instant self-service support anytime, anywhere

Job to be done

Empower employees and reduce costs by delivering intuitive IT self-service wherever and whenever employees need it

Solutions to do it

- ServiceNow® IT Service Management Professional
- ServiceNow® Virtual Agent
- Now Mobile®

What we did

Reimagined IT service delivery by creating a consistent global service delivery platform, giving employees instant self-service access through intelligent portals and mobile chatbots

A global agriculture leader

Corteva Agriscience is one of the world's premier global pure-play agriculture companies. Formed in 2018 by the merger of DuPont Crop Protection, DuPont-Pioneer Seed Research, and Dow AgroSciences, Corteva provides farmers around the world with a comprehensive portfolio of seed, crop protection, and digital solutions that maximize productivity and enhance yield and profitability. With some of the most recognized brands in agriculture, the company works with stakeholders throughout the food system to enrich the lives of producers and consumers.



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Kshitij Bahadur

Enterprise Service Integration Leader, Corteva

Reimagining the future

As a newly reborn company, Corteva saw the opportunity to reinvent the way it delivered IT services with ServiceNow IT Service Management (ITSM). By focusing on the end-user experience and meeting employees' needs wherever they were, Corteva could create a consistent global support model that enhanced employee productivity, rose to the expectations of its growing workforce, and increased efficiency through smart workflow access to Corteva's mobile workforce and field sales organization.

50%

reduction in voice tickets

3

months to go live with Virtual Agent

10%

monthly growth in Virtual Agent usage

Going mobile

Corteva chose ServiceNow to help realize this vision. According to Kshitij Bahadur, Enterprise Service Integration Leader at Corteva: “ServiceNow gives us the platform we need to standardize our processes across the globe, driving resilient, connected services. Self-service is a huge success. We’ve cut our voice tickets in half and increased self-service tickets by a factor of four. So, our next logical step was to go mobile with Now Mobile and Virtual Agent. It completes our multichannel experience, putting responsive support at the fingertips of our people. That translates into less downtime – and ultimately more time to take care of our customers.”

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Enterprise Service Integration Leader
Corteva

Out-of-the-box conversations

Cécile Blackburn, Global End-User Services Leader at Corteva, is enthusiastic about the results. “We started with a focused Virtual Agent solution for ticketing, including capabilities such as password reset, reporting issues, and checking ticket status. We leveraged out-of-the-box conversations for this, so we were able to go live in three months with just two core developers. We also had a UX designer help us optimize our conversation flows to deliver the best possible experience – that’s critical for adoption. Since we went live with Virtual Agent, we’ve seen the number of sessions increase nearly 10% on average every month.”

**Now you know how
work can work better.**