

Need to simplify acquisitions?

Finance of America transformed processes by extending ServiceNow across more of its IT platform

Job to be done

Extend IT environment to suit business needs and improve the user experience

Solutions to do it

- ServiceNow® IT Service Management
- ServiceNow® IT Business Management
- ServiceNow® IT Operations Management

What we did

Transformed operations with the Now Platform, automated manual processes, and built new agent and broker apps

Helping people realize their financial dreams

Headquartered in Pennsylvania, Finance of America offers a diverse portfolio of home loans and mortgage solutions to help hundreds of thousands of customers achieve their financial dreams.

In recent years, the company has undergone approximately 15 acquisitions and currently has around 6,000 employees.



We have a wonderful partnership with ServiceNow and we've done amazing things together.

Meghan Sander

Technical Business Analyst,
Finance of America

Simplifying complex processes

The company first implemented ServiceNow IT Service Management (ITSM) in 2016, but to encourage users to use the platform instead of reverting to email, it needed to rethink the user experience. "To raise a ticket, we ended up with categories and subcategories, and when that wasn't robust enough we added an 'ad hoc' bucket for everything else," reveals Meghan Sander, Technical Business Analyst at Finance of America. This approach meant there was no way of tracking tickets, no visibility over progress, and no way of telling if an email had even been received.

Achieved an

82%

first resolution rate

With

2.4 x

faster request fulfillments than industry average

And, overall, a

50%

faster average MTTR than industry average

Taking a platform approach with ServiceNow

To break down silos across functions, Finance of America decided to take a platform approach to ServiceNow. Meghan headed up a team dedicated to supporting shared services and reducing time-consuming manual processes across the organization. Today, the team uses ServiceNow IT Business Management to handle project, portfolio, and resource management across the entire technology landscape. As new services flow into ServiceNow IT Operations Management, event management helps to reduce repair issues by filtering out thousands of noise events as the team delivers a world-class customer experience with ServiceNow IT Service Management across both incidents and requests.

“ Our portal [is] now clean and easy to navigate, and we’ve empowered users with knowledge articles to help them fix issues themselves.

Meghan Sander
Technical Business Analyst,
Finance of America

Transforming the user experience

With ServiceNow, users can connect to the service desk via the support portal, mobile app, or agent chat to get issues resolved quickly and easily. The volume of emails has reduced by 9.7%, first time resolution is up to 82%, and MTTR is 50% faster than the industry average.

Onboarding has also been streamlined for hundreds of new starters every month, and smarter processes across the organization have improved efficiency.

Bringing dreams to life

Finance of America’s dream team worked with users from different departments to encourage adoption and understand their wants and needs. “I’ve been working with ServiceNow for ten years. I knew that with the right people and the right processes we could transform the platform to help us take our business to the next level,” concludes Meghan.

Now you know how work can work better.