

# How to bring great minds together

ServiceNow smooths service management to encourage collaboration among UK tech community

### Job to be done

Establish a new approach to service management to accommodate future growth

### Solutions to do it

ServiceNow® Customer Service Management Professional

### What we did

Removed manual ticket routing through advanced work assignment, established a Virtual Agent, created a robust new data model

## Accelerating the adoption of IT

The Science and Technology Facilities Council (STFC) Hartree Centre is home to some of the most advanced computing, data, and AI technologies in the UK. From early stage SMEs to international corporations, its team of experts work with industry and the research community to address real life challenges, and accelerate the adoption of high-performance technologies, delivering transformative gains in performance, productivity, and time to market.



ServiceNow enables us to streamline and enhance our customer service processes in a way that will ultimately help to improve our user experience.

### Peter Kane

Head of Customer Services, STFC Hartree Centre

## Encouraging collaboration

STFC helps maintain the UK's position at the forefront of industrial innovation through a range of computational services and collaborative partnerships. The centre receives support requests from industry and academic communities to encourage collaboration and data-driven decision-making. Its continued growth resulted in increased demand for support. The centre required a new service management application to more efficiently serve end-users.

**1,200+**

end-users

**4.5/5**

customer satisfaction rating

**£170m**

of government funding to support AI

## Enabling self-sufficiency

Working with FlyForm, a ServiceNow partner, STFC adopted the ServiceNow Customer Service Management (CSM) workflow. Taking into consideration its specific needs, FlyForm selected the most relevant features – tailoring them to work with the Hartree Centre’s requirements. By pursuing the middle ground – one that didn’t require too many customisations – FlyForm was able to leverage the work that the Hartree Centre team had already done and enabled the organisation to be self-sufficient for future development cycles.

“ We couldn’t be prouder of the great collaborative work and high standards we’ve achieved with ServiceNow and FlyForm.

**Peter Kane**  
Head of Customer Services,  
STFC Hartree Centre

## Transforming service management

The adoption of ServiceNow CSM has transformed the centre’s approach to service management and established a platform to accommodate continued growth. It has removed manual ticket routing through advanced work assignment resulting in significant time savings. Service times are quicker and fewer tickets are raised by restructuring the knowledge base. The use of a Virtual Agent – powered by artificial intelligence – has led to a further reduction on tickets raised.

## Producing more meaningful, relational data

Today, STFC enjoys increased visibility and more accurate decision-making with performance analytics, allowing for the automatic creation of reports and a more consistent approach to data. The engagement with ServiceNow has created a new, more robust data model, which is better tuned to customers’ needs, whilst increasing data accuracy and producing more meaningful, relational data.

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