KAR AUCTION SERVICES®

Customer
KAR Auction Services

Highlights
- Created a consistent data foundation
- Reduced metric maintenance efforts by 94%
- Reduced the time it takes to resolve critical incidents by 60%
- Reduced the time it takes to resolve non-critical incidents by 50%
- Lowered incident and request backlogs by 70%

Headquarters
Carmel, Indiana | USA

Geographies
Global

Employees
17,400

Business
Wholesale used vehicle industry

KAR drives sustainable business advantage with Performance Analytics

Global vehicle marketplace accelerates and optimizes delivery of mission-critical IT services

KAR Auction Services provides innovative, technology-driven remarketing solutions for the wholesale used vehicle industry. The company connects buyers and sellers in 110 countries, handling sales valued at more than $40 billion. Headquartered in Carmel, Indiana, KAR has approximately 17,400 employees across the United States, Canada, Mexico, and the United Kingdom.

As a technology-driven company, KAR depends on IT. Great technology helps the company maintain its market leadership—and as a global enterprise, that technology has to keep working 24x7. That's why KAR chose ServiceNow to manage its IT services and infrastructure.

With ServiceNow, KAR already had a single system of record for all of its IT service management and operations data. However, when process manager Jason Hagen started at KAR, he saw a huge untapped opportunity. With ServiceNow® Performance Analytics, KAR could harness this data to drive further dramatic IT service and process improvements. This would deliver lasting benefits across KAR's business.

Manual analysis was time-consuming, error-prone, and inconsistent

At the time, KAR still relied on error-prone, time-consuming manual processes to measure service performance. Individual teams would laboriously extract and analyze their own operational data, creating significant overheads and delays. This also created trust issues, since everyone was looking at the data from different angles.

Jason says that, "We had no centralized ownership of metrics, so there was no consistency. For example, we had multiple ways of defining when an incident was resolved or closed. That's a major issue—when people don't trust data, they won't act on it. And, when we tried to pull everything together, we ended up with a 90-page PowerPoint presentation that was weeks out of date and hard to understand. You can't deliver consistent support or drive service improvement that way. We knew we could do better."

Building a consistent data foundation

KAR started by defining a standard set of metrics. KAR then configured ServiceNow Performance Analytics to automatically calculate these metrics based on ServiceNow operational data. Not only has this created a consistent data foundation, it has reduced KAR's metric maintenance efforts by an impressive 94%. And, because of Performance Analytics' flexibility, it's just as easy to add new metrics.

According to Jason, "Creating consistent metrics is critical. It lets you build a common language across your organization—whether you're talking about executives, service managers, IT leaders, or frontline IT staff. People now collaborate instead of working in silos. That shared understanding lets you optimize your services by setting unambiguous objectives, driving aligned actions, and accurately measuring your results."

Analytics for everyone

For KAR, creating executive visibility was a top priority. "Once you get your executives on board, everyone else falls into line. ServiceNow Performance Analytics is great for that. It simplifies and demystifies data, so that anyone can understand. Not everyone is an analyst, and with ServiceNow Performance Analytics, you don't have to be" said Jason.

The company has also created performance analytics dashboards for its IT managers and service managers. These give managers a real-time performance view and even predict future performance issues. Managers can now take corrective actions before issues impact their current service-level commitments, and can also identify opportunities to further optimize service performance.

Examples include analyzing incident resolution times, reopened incident records, request volumes, and backlogs. And, managers can drill down interactively into each metric—for instance, to see data for specific services or incident types. They can even look at individual staff to identify potential training gaps.

Performance Analytics also delivers major benefits for individual IT staff. KAR has given each frontline IT employee their own personalized dashboard, containing all of the information they need to do their job. According to Jason, "It's not just real-time performance metrics. For example, everyone can see their own incidents and service requests, along with how they are performing. That gives them a single pane of glass and creates operational awareness, so they work more efficiently and focus on the right things. And, with ServiceNow's rich visualization, it makes the information easy to digest."

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>
> – Jason Hagen, Process Manager, KAR Auction Services

Delivering proven results

Since going live with ServiceNow Performance Analytics, KAR has dramatically enhanced its service delivery capabilities. By creating a consistent data foundation, empowering its entire organization, and proactively managing services—instead of reacting to out-of-date information—KAR has:

• Reduced the time it takes to resolve critical incidents by 60%

• Reduced the time it takes to resolve non-critical incidents by 50%

• Lowered incident and request backlogs by 70%

These are just examples, and the momentum continues to build. Jason says that, "Performance is a journey, not a destination. And, every step we take makes us stronger. With smart metrics and real-time visibility, ServiceNow Performance Analytics is helping us to create a high-performance IT culture. That's good for IT—but it's even better for our business."

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