servicenow | **OCLC**®

How can automation boost your competitive edge?

OCLC gives more value to customers and staff with automated processes

Job to be done

Automate manual processes to improve efficiency and user satisfaction

Solutions to do it

- ServiceNow® IT Service Management
- ServiceNow® IT Operations Management
- ServiceNow® Discovery

What we did

Created a repeatable framework for automations across the business

Shared services for libraries and researchers

OCLC® is built on the power of collaboration and innovation. Its member libraries come together to share data, collections, services, and expertise with the goal of increasing access to knowledge. Through its technology products, original research, and community programs, OCLC empowers libraries to better serve their communities by solving critical problems, removing barriers to success, and inspiring breakthroughs.

> ServiceNow automation gives us an edge over the competition by eliminating slow, manual processes and the risks of human error.
>
> **Steve Driscoll**
> Lead Software Engineer
> OCLC

Accelerating delivery times

Providing great services to subscribers means constantly evolving products to meet their latest needs and requirements, and for software providers like OCLC, accelerating delivery times is a shortcut to success.

"Automation gives you an edge over your competitors by eliminating time-consuming manual processes and enabling your team to focus on more valuable activities," says Steve Driscoll, Lead Software Engineer at OCLC.

40M+

search requests processed each day across thousands of libraries in 100+ countries

16K+

change requests and 19k+ IT requests processed annually

15M+

CIs (configuration items) with 98% automated data entry rate

Adding value for libraries

For customers, automation means faster access to services and less complexity. OCLC WorldShare®, for example, provides a complete set of library management applications and platform services built on a flexible, cloud-based platform.

A key component of OCLC's support of customer-facing products such as OCLC WorldShare® is the ability to automate communications around product changes, service-impacting incidents, and planned upgrades. This is done via an app built on the Now Platform® App Engine that automates real-time reporting, so customers can view live system status dashboards.

Building automations

OCLC leveraged ServiceNow IT Service Management to create an automation framework to optimize internal processes and accelerate delivery of customer services. The team uses ServiceNow ITOM Discovery to populate the CMDB, creating a single source of truth and greater visibility of the IT environment.

This then formed the basis of its automation hub. "To automate a process, we visualize it in its simplest form to identify where to take the human touchpoints out, then we build the workflow in ServiceNow," explains Steve.

One platform, unlimited opportunities

With ServiceNow, OCLC has a flexible and agile platform to optimize processes and free up the team for more satisfying activities. By embracing a culture of automation, OCLC can save operational costs, boost efficiency, and roll out cutting-edge services to customers faster, which helps libraries across the world to better serve their communities and advance research.

Now you know how work can work better.

> " ServiceNow isn't just a solution—it's a platform where you can do anything.
>
> **Kevin McJunkin**
> Director of IT Services Assurance
> OCLC

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