

Want to modernize internal support?

Covéa Insurance empowers staff with self-serve portal and more automated services

Job to be done

Replace support desk solution and streamline asset management

Solutions to do it

- ServiceNow® IT Asset Management
- ServiceNow® IT Service Management

What we did

Implemented a self-service portal for internal users and empowered support staff with better workplace technology

Serving 2.1 million policyholders

Covéa Insurance, the UK arm of France's top mutual insurance group, Covéa, provides commercial, motor, high-net worth, property, pet, and protection insurance to 2.1 million customers, and employs 2,000 staff across eight offices. Covéa group has a Standard & Poor's 'AA- Stable' rating.



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Deborah Mulderrig
Digital Asset Manager
Covéa Insurance

Modernizing legacy systems

The company's internal service desk is staffed by just four reps, who handle as many as 1,000 calls per day. To free them up to have fewer, more valuable interactions to help improve the employee experience, the team wanted to replace its legacy service desk solution.

"We'd outgrown our previous solution and it was no longer fit for purpose for a company of our size," explains Deborah Mulderrig, Digital Asset Manager at Covéa Insurance. "We also wanted to take the opportunity to streamline and automate time-consuming processes, such as procurement."

£450K+

estimated ROI for asset management in year one

2K

employees

£810K

estimated cost avoidance in compliance in year one

Empowering users to self-serve

When Covéa Insurance went to market, it knew ServiceNow IT Service Management was best-in-class, but by combining it with ServiceNow IT Asset Management, more processes could be centralized onto a single platform.

The solution enabled the team to build a user-friendly self-service portal to help staff find quick resolutions to simple problems, raise and track tickets, and email the support team.

The new technology went live in June 2020, during the COVID-19 pandemic. "Without ServiceNow our support team never would've been able to handle the volume of calls that came in during lockdown," recalls Deborah.

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Deborah Mulderrig
Digital Asset Manager
Covéa Insurance

Improving compliance

Insurance is a highly regulated sector. In addition to selling its own products, Covéa Insurance also works in partnership with other insurance providers, and is extensively and regularly audited by these partners and other companies.

With ServiceNow ITAM, the company will be able to simplify audits with fast access to data and better visibility of its IT estate to ensure compliance.

"Eventually we'd like to be able to onboard partners to our platform to enable us to go to market quicker and take on more business, but the first step is getting a solid foundation in place," explains Deborah.

Finding the right partner

To streamline implementation, the team worked with partner Softline to optimize ITSM, while ServiceNow provided expert guidance on ITAM to ensure the solution met Covéa Insurance's business requirements.

"Finding the right partner is essential for achieving your goals," comments Deborah. "Although we're early in our ServiceNow journey we're expecting to make savings on software, efficiency gains, and reduce the volume of support calls."

Now you know how work can work better.