

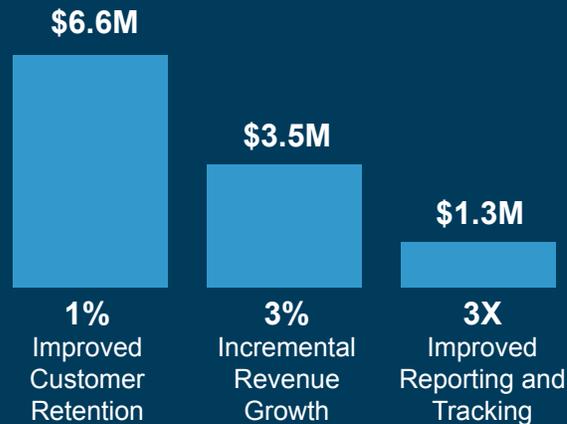
The Total Economic Impact™ Of ServiceNow Customer Service Management

FORRESTER®

Forrester conducted an in-depth interview of Epicor Software Corporation (“Epicor”) about their investment in ServiceNow for transforming their global support system. The three-year financial impact is as follows:

SUMMARY OF 3-YEAR BENEFITS

Risk adjusted



INTERVIEW HIGHLIGHTS

With ServiceNow, Epicor has achieved the following benefits:

-  Consolidated over 15 CRM-based support systems and 50 customer portals into **single global support platform** for their 20,000 customers worldwide.
-  Improved customer service experience by resolving issues fast. Common questions are addressed quickly via **self-service** options. More complex questions are routed to the right teams using **automated workflows**.
-  10 percentage point increase in **Net Promoter Score (NPS)** in the first 10 months.
-  Increased **agent productivity** by providing better access to customer information, including their transaction data as well as support history.
-  Improved **agent satisfaction** by enabling them to focus on more complex issues and strategic initiatives, rather than spending time addressing routine questions and concerns.
-  Uncovered **incremental revenue opportunities** through more targeted upselling and cross-selling.

VOICE OF THE CUSTOMER

“The EpicCare project with the global rollout of ServiceNow Customer Service Management is widely recognized as one of the best projects we have ever implemented at Epicor.”

Senior Vice President, Global Support, Epicor Software

“We didn’t just need a technology solution. We also needed someone we could partner with to help us overhaul our customer support systems, define processes globally, and transform the way we fundamentally deliver service to our customers.”

Senior Vice President, Global Support, Epicor Software



Read the full study

This document is an abridged version of a case study commissioned by ServiceNow titled: The Total Economic Impact Of ServiceNow Customer Service Management. How Epicor Software Achieves 104% ROI by Transforming Global Customer Support, June 2017. Epicor is the trademark of Epicor Software Corporation, registered in the United States and certain other countries.

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