

USE CASE

MEET KENNA

CTO, Global Construction Company

Ready to replace a **legacy IT delivery** system and an aging, **unsustainable HR system**, while **streamlining and consolidating** costly licenses.

Needs an **accelerated timeline** to deliver an **end-to-end solution**, complete with **HRSD UI Portal**, in less than 90 days.

www.windward.com

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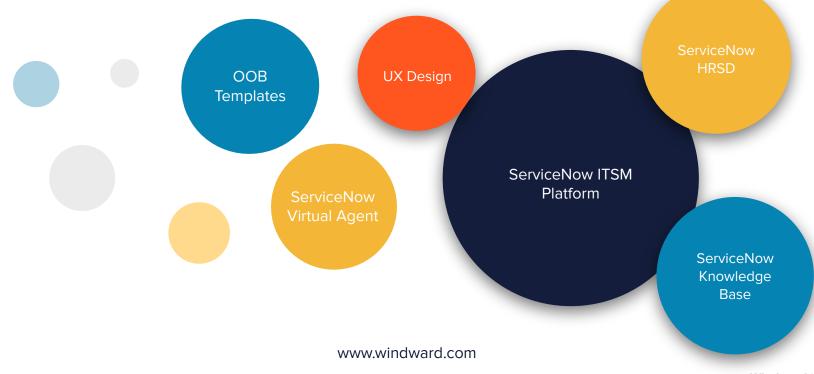
HOW WE HELPED KENNA WIN.

90 day process:

| DEFINE | BUILD | TEST | LAUNCH |
|--|--|--|--|
| Analysis/Review Full scope of requirements using workshops utilizing ServiceNow templates, analytical data & user stories, and Windward SN platform expertise. | Design/Development Full collaboration with client internal development team to develop backend ITSM configuration and a tailored front-end portal experience. | Launch & Delivery Delivered an end-to-end ServiceNow ITSM solution, complete with HRSD UI Portal in less than 90 days. | Adoption & OCM On-time, full scope delivery enabled the customer to disable the legacy tool easily and save money on software licensing fees. |



SOLUTION SCOPE



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OUTCOME

Building Better HR Portals with ServiceNow HRSD.

A Solution for Usability, Design & Adaptability to improve Employee Experience & IT Service Delivery.

Find Flow in your ITSM and HRSD experience.

- Full collaboration with client internal development team.
- Delivered an end-to-end ServiceNow ITSM solution, complete with HRSD UI Portal in less than 90 days.
- On-time, full scope delivery enabled the customer to disable the legacy tool easily and save money on software licensing fees.
- Extended the reach of their HRSD via implementation of Virtual Agent.

