

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

1



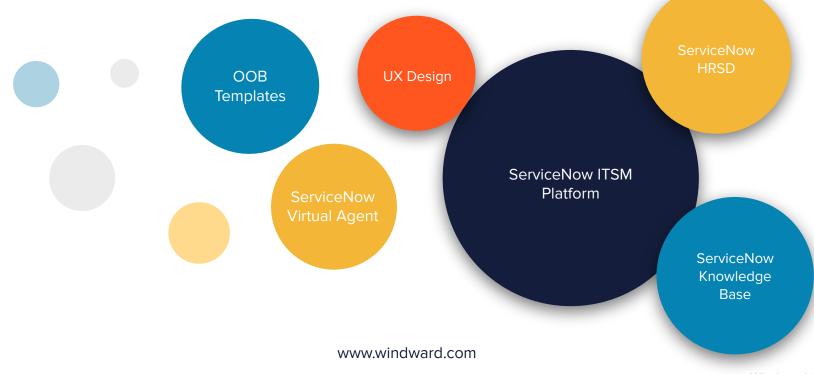
# HOW WE HELPED KENNA WIN.

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



3



#### 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.

