

BEAUTIFUL INSIDE OUT

Learn how Alcor delivered a Digital Backbone to a Skincare Leader

As one of the largest premium skincare products company in the US, this company is famous for being innovative and dermatologically inspired and designed by healthcare professionals. This is a Customer Success story of how a skincare leader had to turn to technology itself, to make technology more accessible!

THE FOUNDATION

Since 2007, when this company decided to pull out of department stores, they largely relied on 50,000+ independent beauty consultants for sales and brand promotion. A key part of company's strategy was equipping consultants with digital tools to be successful. Today each consultant has an individual website that serves as a portal to the parent company's e-commerce platform and a Facebook widget that allows them to hook their social profile to educational content from the company. Consultants also use specifically designed mobile apps that help them to advise clients appropriately, showcase the products in the catalog, and to suggest other appropriate products. Consultants extensively leverage technology to measure their own business metrics, such as leads and sales, and to access training content. The company relies heavily on IT for internal processes including comprehensive cloud-based systems for Business Intelligence and for training 600+ employees.

As an increasing number of business processes, and people, started depending on IT-led systems, it became critically important to provide them timely, effective, and responsive services when needed. The goal was to create a way for the beauty consultants and the end-users to communicate with the IT Helpdesk. Given the rate at which the business was growing, it became apparent that for scalability, a level of self-service would have to be built into the processes.

CLEANSING AND TONING

Our client was using a service desk software to manage activities related to the helpdesk. They chose to adopt a comprehensive ITSM solution, as well as other best practices for defining the service delivery processes within their organization. They selected ServiceNow® to achieve this. This comprehensive implementation of ServiceNow® offerings



IT HELP DESK

ALCOR SOLUTIONS, INC.

GEOGRAPHIES

United States, Canada, Latin America, India

HIGHLIGHTS

Alcor's partnership with ServiceNow® is based on a strong belief of the capabilities of this amazing platform and the enormous value it unlocks for our customers.

- ServiceNow® Gold Services Partner and Silver Sales Partner
- 200+ Clients, 400+ implementations
- Product competencies include SecOps, CSM, HR, GRC
- Certified ServiceNow® Techno-functional and Technical consultants

BUSINESS

Global cloud advisory and implementation services company serving clients in multiple geographies including North America, Europe, Japan and India. Clients include Global Fortune 500 companies, Government agencies and leading organizations in multiple industry verticals.

helped the client create a single portal for the end-users to access all services and product offerings. The ITIL-frameworks baked into ServiceNow® allowed them to create a standardized process for the fulfillment of all kinds of requests from the users. Since the standards were clearly defined, it became easy to set and manage the expectations of all internal customers and consultants. The automated work-flows built into ServiceNow® also presented self-service opportunities for the users.

THE MAKEOVER PROCESS

Our client's team was new to ITIL processes, as well as to the ServiceNow® solution. They chose to work with Alcor because they needed a partner who would help them with the end-to-end implementation of ServiceNow® solutions, who could provide competent recommendations on the best practices around which they could build their own processes within the organization. The project was implemented in a phased manner. Focused requirement workshops were conducted for each of the applicable business processes. Before development could start, the processes were documented, reviewed and then signed-off by the process owners and other stakeholders. Development was run in sprints, with regular development reviews before User Acceptance Testing. The training was a major focus area. The end-users were provided extensive training for all the applicable business processes and applications. Organization-wide communication about the systems being rolled out was another critical focus area.

WHAT THE MIRROR SHOWS

It has been a while since the ITSM solution has been implemented, and the results are very encouraging. End users can now access information around processes and services within a couple of seconds with an added advantage of a single window view. The ServiceNow® enabled help desk can track, assign and correct within a couple of hours seamlessly. As our client's business grows, and more beauty consultants and employees join the business, they can be assured that this ServiceNow® led digital backbone is always available to them.

WHY DID WE PARTNER WITH ALCOR?

A company representative quotes,

“ We chose to work with Alcor because we needed a partner who would help us with the end-to-end implementation of ServiceNow® solutions, who could provide us complete recommendations on best practices around customized processes. ”

