

MAP YOUR WAY WITH SERVICE MANAGEMENT IMPLEMENTATION

A Case Study On Alcor's Implementation Expertise for a Global Medical Technology Company

“Our aim is to digitize and connect the work silos across the company, so we can offer our customers and associates a consistent, end-to-end experience. Enterprise services must be complete, easy-to-use, searchable and fully transparent, just like they are in the consumer world”, said Senior Vice President of Global Shared Services and Business Processes, at one of the biggest global medical technology companies in the United States.

A bona fide titan of the medical technology world with a market span of more than 120 years, this company employs over 50,000 people across 50 countries. It manufactures and sells medical devices, instrument systems, and reagents. In the quest for Service Transformation across the enterprise, this company created a vision to move from their traditional siloed functional services model to a future with a horizontally optimized model with orchestrated global services. A key part of this vision was the need to eliminate unnecessary steps in business processes and to simplify the work-flows.

TOUGH COMMUTE

For such a large company, with its operations spread across multiple departments and locations, a key challenge was to determine how to ensure everybody shared a common vision and work together in the same direction. Another formidable challenge was to determine how to give employees across the organization a clear visibility into the role they were playing, impact their actions, and acknowledge their improvements keeping business goals and profitability in mind. Metrics would give these insights but for this company, the metrics itself posed an uncomfortable quandary. The business process benchmarks and metrics were not maintained in a central repository nor were they standardized. To top it all, different departments tracked their metrics in a siloed manner, and there was no easy way to capture and report improvements.



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.

Naturally, the company was looking for a way to centrally manage the multiple processes across the company and to track improvement efficiency against standardized benchmarks. This analytical data would also give process owners the information on business areas to target for future improvement. Further, this data, to be effective, needed to be easy to understand, timely, and specific.

GETTING BACK ON TRACK – WITH ALCOR AND SERVICENOW®

This global medical technology company approached Alcor Solutions to address the metrics problem and implement the ServiceNow® Service Management solution. The ServiceNow® enabled repository became the hub for all its metrics. The metrics were updated based on a regular schedule and defined in such a way that common standards could apply across departments. While this solved the data problem, the user experience of ease, timeliness and specificity were still unmet. This is where the interactive Metro Map became handy!

With a clear vision in his mind, the Senior Vice President of the company envisaged that a static E2E Metro Map

could be transformed from a PDF document into a vibrant interactive dashboard that would allow users to view process metrics against the criteria they selected.

The company wanted users to see various steps of the business processes and learn what impact their departmental decisions and actions would have on other aspects of the same processes or even other related processes. This would show users their own specific place in the scheme of things and the importance of each individual contribution. The Metro Map would be the representation of data in a user friendly pictorial, gamified format.

THE GREEN (AND RED, AND YELLOW) SIGNAL

Alcor's contract visualization team brought extensive knowledge of Java-script, HTML, CSS and JQuery tools into play and built a complex visualization on the ServiceNow® platform.

An interactive Metro Map was created: it consisted of dynamically displayed process lines in either red, yellow or green, based on the selected comparison criteria



(Cycle Time, Quality or Cost). Each process was shown as a metro line on a map, and each step in the process was represented by a station. The map provided a dashboard that allowed users to view the process steps and to compare criteria between benchmarks, goals and fiscal quarters. Data tables could also be displayed in a separate window. The ServiceNow® CMDB was used as the repository of the data (Benchmarks, Processes, Process Steps, Metrics, and Goals), and the Metro Map was built to graphically present each process. Pop-ups (Sensitivity Statements), which were able to provide additional details and metrics for each process, were also made available from various points within the map. Links back to the ServiceNow® portal, allowing users to request enhancements or request additional information, were also provided.

THE JOURNEY CONTINUES!

After the Phase I implementation of the Metro Map, the user experience with its simple design and usability was phenomenal. Company employees were now able to see the big picture and their own specific place in that landscape. They had a transparent view of the efficiencies for the various processes and of their own contributions. To those tasked with designing the improvements, the change meant that they were able to very easily determine the areas to focus on for improvements.

These insights with the Metro Map have led to a productive, motivational journey for this medical technology company - of course, with Alcor consultants by their side.

BENEFITS OF THE SERVICENOW® ENABLED INTERACTIVE METRO MAP

- 01 *Simplified business process work-flows*
- 02 *Improved process efficiency against standardized benchmarks*
- 03 *Interactive metro map allows users to view process metrics against various criteria*
- 04 *Phenomenal user experience due to simple design and usability*

WHY DID WE PARTNER WITH ALCOR?

*Senior Vice President Global
Shared Services
quotes -*

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