



Flinders University

**85% reduction in  
time to track cost by  
location**



## servicenow. CASE (Customer Advisory and Support Excellence)

**"We are very satisfied with the work delivered by Fujitsu on our cost management project. Their solutions have effectively streamlined our facilities maintenance cost management processes and provided valuable insights that will support our future planning and decision-making."**

Flinders University - Property, Facilities and Development team

### Driving exceptional student engagement at Flinders University

#### Challenge

Flinders University needed to improve its digital infrastructure to boost student engagement and streamline administrative processes.

#### Solution

ServiceNow modules (Field Service Management, Customer Service Management, Workplace Service Delivery, Cost Management, Platform Analytics) were implemented to track and report facilities maintenance costs, providing real-time insights and scalability.

#### Outcomes

- Improved accuracy of facilities maintenance cost-related data by 70%
- Reduced the time to track costs by location by 85%
- Increased insight into cost breakdown by 70%



Education  Australia



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