



Holmesglen

**175% increased  
ServiceNow platform  
value**



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

**"CASE provides best practice advice and technical support to Holmesglen. Our CASE consultant and Holmesglen have a fantastic working relationship. I have great confidence in the advice that is offered."**

**Scott Bury**, Chief Information Officer, Holmesglen

### Holmesglen transforms IT efficiency with CASE

#### Challenge

Holmesglen needed to simplify the user experience at key service points, uplift ITSM to best-practice, reduce manual overheads, increase Service Desk efficiency, and optimize licensing costs.

#### Solution

The CASE solution, including the OH&S Toolbox, ITSM uplift, Major Incident Management, Change Management, Virtual Agent, Service Level Management, Walk-Up Experience, Discovery for staff assets, Service Operations Workspace, and migration to the Employee Service Centre, was implemented to enhance overall efficiency and user experience.

#### Outcomes

- Increased ServiceNow platform value by 175% annually
- Saved 2,745 hours of productivity
- Identified \$700K potential automation savings



Education  Australia

