

CENTRALIZING GLOBAL IT SYSTEMS

A Fortune 100 company that designs and manufactures technologies to address some of the world's most critical challenges engaged ServiceNow and Concentrix Catalyst to create an end-to-end solution for its global IT Services team. Catalyst retired a legacy IT service management tool and migrated to ServiceNow.

- Built a single source of truth platform for centralized service management.
- Normalized data for advanced reporting and metrics.
- Integrated third-party vendors for incident and request optimization and automation.
- Reduced licensing costs, resulting in immediate ROI.
- Improved turnaround time by 15% on standard IT requests within the first three months.



ServiceNow and Concentrix Catalyst integrated disparate systems, increased efficiency, and lowered our Total Cost of Ownership.