

An everyday improving ITSM journey with ZeTechno



Industry: Retail

Product: servicenow ITSM Pro

| Customer Distress

MAG is the leading owner, developer and manager of designer outlets in Europe. Their ever-expanding portfolio comprises 25 centers close to major cities in eight countries across Europe and Canada.

| ZeTechno was patient hearing the customer

- Just the native Incident Management was being leveraged by the customer but wanting to implement other entitled modules
- “Preventing incidents” strategy was to be built and executed.
- The Operations Portal needed a major revamp of user experience and branding.
- Visibility into TAT by the support team was unavailable.
- Customer Satisfaction scores were unaware to the POD head disabling them to improve in the right direction.
- Evaluation of the impact and risk of an issue, change or problem was missing.

50%

Weeks for
PILOT Go-Live

40%

Weeks for
PILOT Go-Live

50%

IT projects
moved to SN

CSAT

Visibility

2 new non-IT service delivery teams added



| ZeTechno Approach

- ZeTechno understood the long-term vision of the customer along with the expected quick wins to derive the positive ROI on the SN investment.
- We improved the Operations Portal branding as a 'One-Stop-Shop' also including Knowledge Articles
- Helped onboarding the HR, Finance teams along with IT team providing seamless service experience.
- SLAs were corrected along with the helpful reports enabling to take actions for improvements.
- Mobile Application for agent was configured for a faster TAT.
- Customer satisfaction surveys were built along with CSAT request strategy and service feedback reports.
- CMDB population was initiated for Laptops, Servers and Mobile devices from multiple data sources including Intune.

| ZeTechno Achievements



At ZeTechno, we are proud to have been part of McArthurGlen's transformative ITSM journey. Together, we've harnessed the power of ServiceNow to drive operational excellence, ensuring a seamless and proactive service experience.

| Modules Implemented

Change Management

Knowledge Management

Mobile Application

Incident Management

Configuration Management

