

Case Study

ServiceNow Services Help Army Garrison Residents to Accelerate Home Maintenance and Accomplish 30-day SLAs in Less Than 48 Hours



Customer Overview

Customer

The land services branch of the United States Armed Forces

Profile

The army aims to fight and win wars by providing prompt, sustained land dominance across the full range of military operations and spectrum of conflict in support of combatant commanders.

Industry

Armed Forces

Services

ServiceNow

Business Need

Army garrison residents were involved in a housing crisis during which maintenance of their homes would take upwards of 30 days to complete, if ever, and the residents had no visibility into the state of their case or claim. The armed forces were eager to find a solution as the crisis reached congressional visibility.

Solution and Approach

Synoptek implemented ServiceNow using a combination of ServiceNow® Customer Service Management (CSM) and ServiceNow® Field Service Management (FSM) modules. This enabled better resident visibility into the status and state of their maintenance case while enabling the Army to track and dispatch personnel expeditiously.

Integration with the Army's financial system further ensured that the Demand Maintenance Orders (DMOs) tracking was accurate and compliant with Army policies. At the same time, implementing the mobile application helped DMOs on the field to complete tasks faster and streamline reporting.

Business Benefits

With the ServiceNow implementation, the US Army can:

By moving teams from disparate solutions, email, and Slack to structured processes, ServiceNow allows the client to:

- Track and create DMOs and dispatch them faster than ever before.
- Main real-time updates on the status of maintenance requests.
- Enjoy accurate Demand Maintenance Order tracking and complete 30 days SLAs in less than 48 hours.
- Move the auditability of the Directorate of Public Works maintenance shop work from copy paper in mailboxes to instant reporting available from the field technician up to the garrison commander.

About Synoptek

Synoptek delivers accelerated business results through advisory-led, transformative full-life-cycle systems integration and managed services. We partner with organizations worldwide to help them navigate the ever-changing business and technology landscape, build solid foundations for their business, and achieve their business goals.