

SMARTER SERVICE MANAGEMENT

Real-time communication, collaboration and resource sharing across every aspect of the enterprise.

INTERNATIONAL INVESTMENT COMPANY

Managing and leading the development of a reimplementation of the ServiceNow platform for an organisation that was carrying a high level of platform customisation, technical debt and poor platform management practices. KA2 was tasked with identifying and delivering smart solutions to current adopted processes and capabilities, ensuring that the ServiceNow platform was meeting current requirements and also whilst being future proofed for swift upgrades, reducing the burden on the support organisation. We have focused on improving areas of existing platform customisation and ensured that this was replaced with out-of-the box best practice configuration, while delivering improved processes.

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