



Unified Healthcare Operations

A top healthcare provider in the US implemented ServiceNow's ITSM and HRSD modules and achieved unified workflows, slashed operational costs by 40%, and improved the onboarding experience, addressing critical challenges in their merger with another healthcare giant in the market.

Industry & Region

Healthcare, USA

Technology Stack

ServiceNow HRSD

ServiceNow ITSM

Client Overview

Our client, a prominent healthcare provider in the USA, is a leading force in the industry. The organization has been at the forefront of delivering top-notch healthcare services, and its commitment to excellence is reflected in its widespread influence and impact.

Business Challenge

The primary challenge for the client occurred when they merged with another major player in the healthcare market that has distinct IT and HR systems. The now combined hospitals totaled around 31,000 employees and 3400 beds. The existing processes of both hospitals clashed, leading to inconsistencies in IT service delivery and a negative impact on employee satisfaction. The competitive nature of the healthcare industry necessitated a focus on employee experience to minimize staff turnover. The client recognized that they needed a unified solution that could seamlessly merge workflows and provide a consistent experience, that would control attrition and reduce employee turnover.

Solution Offered

Building on the client's three-year relationship with ServiceNow and to address the challenges faced by them, KANINI designed a comprehensive solution, leveraging the robust capabilities of the ServiceNow platform. The implementation involved two core modules: IT Service Management (ITSM) and HR Service Delivery (HRSD). This strategic approach aimed to unify workflows seamlessly, creating a holistic and streamlined experience for employees across the merged hospitals

1 IT Service Management (ITSM)

We harnessed the power of the ITSM module to revolutionize the client's IT services and support functions. Through this module, the disparate IT workflows from the two merging hospitals were harmonized, ensuring a standardized and efficient process for handling IT-related tasks. Incident management, service request fulfillment, and problem resolution were centralized, enabling a consistent and high-quality IT service delivery. This not only simplified the employee experience but also eliminated redundancies and enhanced overall operational efficiency. The ITSM module also provided real-time visibility into IT processes, allowing for proactive issue resolution, and minimizing downtime.

HR Service Delivery (HRSD)

In tandem with ITSM, we customized the HRSD module to address the specific HR challenges arising from the hospital merger. The focus was also on optimizing the onboarding experience for healthcare providers. The HRSD module facilitated the automation of HR processes, ensuring a seamless onboarding journey for new healthcare providers. Custom workflows were designed to guide employees through the newly synchronized HR functions - everything from document submissions to training sessions.

Moreover, HRSD provided a centralized repository for employee information, simplifying HR tasks and enhancing data accuracy. The module's capabilities extended beyond onboarding to cover various HR functions, including employee self-service, benefits administration, and performance management.

The combination of ITSM and HRSD modules played a pivotal role in creating a unified and consistent experience for employees. The ServiceNow platform served as a single point of contact, accessible 24/7, providing a centralized solution for all HR and IT needs.

Value Delivered

- Streamlined IT operations and improved HR service delivery
- 40% reduction in operational costs.
- Accelerated time-to-value for system integration.
- Improved onboarding experience for healthcare providers.
- Reduced staff turnover.