

Case Study

Slater & Gordon

RXP has assisted Slater & Gordon to improve visibility of business demands and help improve employee satisfaction.



Client

Slater & Gordon, Melbourne

Challenge

Slater & Gordon is a leading consumer law firm employing over 4000 people across 86 locations. The firm provides specialist legal and complementary services in a broad range of areas.

After a period of rapid growth, the organisation found itself challenged to provide uniform levels of support services to their staff due to not having a company wide service management process and platform.

Slater & Gordon required a platform that could improve visibility of the demand for various services, prioritise requests while being user friendly and consistent for staff to use.

Our team configured the platform to support new IT Service Management processes for Incident, Problem, Change, Request, Configuration, Release and Knowledge Management. The system integrated with Azure Cloud for authentication and identity, allowing for global use, and ensuring that Slater & Gordon's UK and Australian entities could share a single ServiceNow instance.

Outcome

The rollout of the ServiceNow platform has helped Slater & Gordon in several ways including:

- Improved visibility of IT and non IT demand across the business
- Better management, prioritisation and allocation of issues and requests
- Improved customer satisfaction across the organisation
- Risk reduction associated with unapproved and incorrectly delivered change
- Improved reporting allowing the business to make informed decisions service demand and provisioning.

Our Work

We supported the implementation of ServiceNow to enhance both IT and non IT Service Management. The ServiceNow based portal provides a single self-service portal for the logging and monitoring of IT and non IT incidents and requests.

Contact

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