

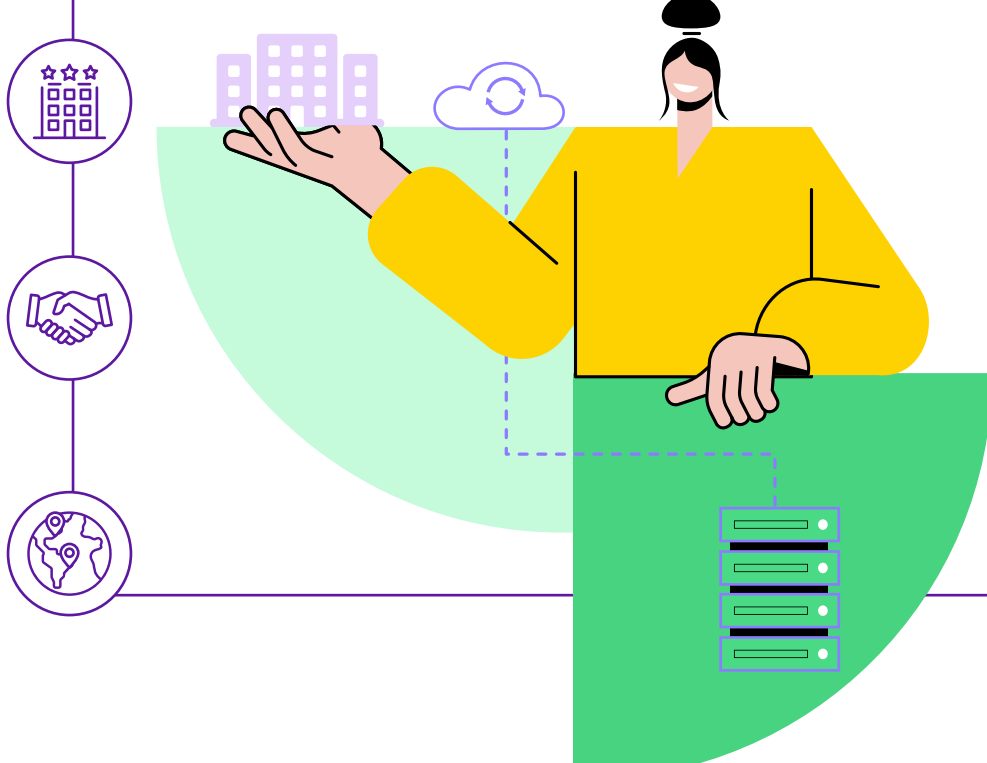
## ServiceNow implementation for a global hospitality leader

### About the Client ●●●

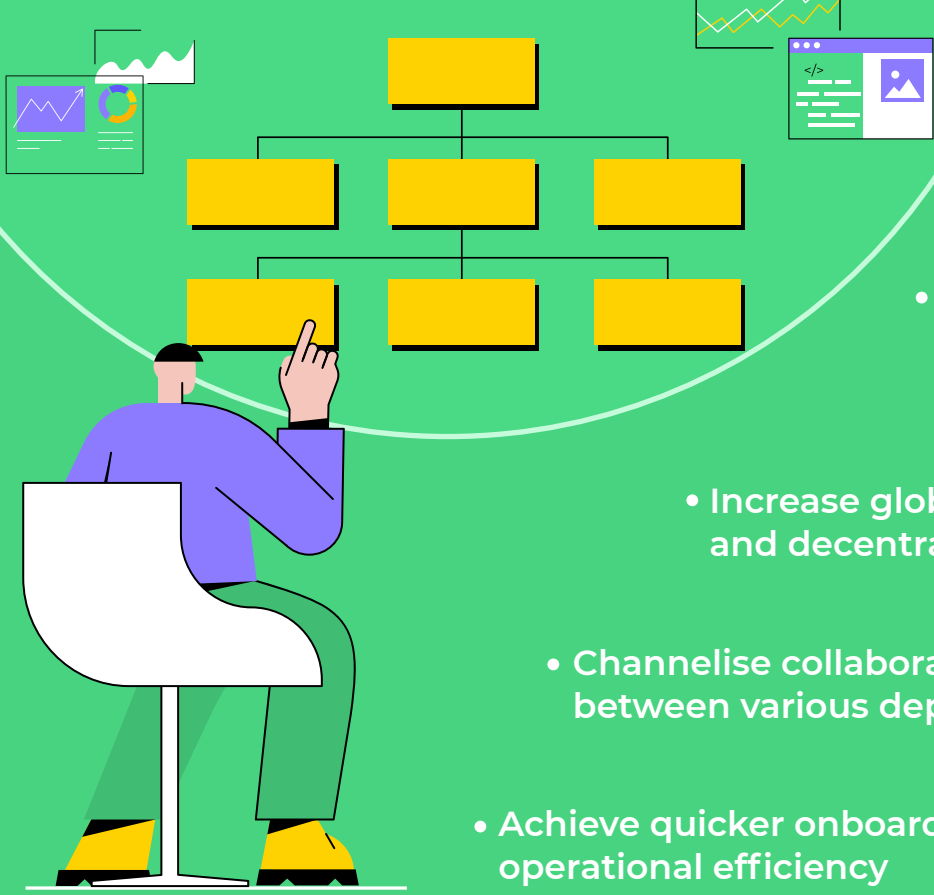
A global hospitality powerhouse that has been in the business for 50+ years

Has tie-ups with 5K+ hotels in more than 100 countries

Works on expanding its presence locally and globally with the initiation of a sustainable development program



### Business Needs



- Remove the bottlenecks associated with manual processes
- Increase global presence and decentralise services
- Channelise collaboration and coordination between various departments
- Achieve quicker onboarding and increased operational efficiency

- Standardised the workflows and processes across all regions
- Completed the SLA/OLA rollout for CSM and ITSM requests
- Refined service catalogue items for ITSM and the CSM portal
- Implemented knowledge management
- REST/SOAP-based API integrations

### Solutions



### Technology Stack



### Business Impact

- **35% reduction** in overall service tickets
- **60% of service requests** are now fully automated
- **Standardised customer service** across the globe
- **Improved MTRR:** connected workflows and automation
- **Brand loyalty:** improved customer satisfaction
- **Visibility:** actionable insights aided informed decision making
- **Optimisation:** actionable insights, automation, single system of record
- **Reusability:** integration with existing systems/processes
- **Globally consistent** platform & processes

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