



Customer Success Story

Driving Forward with ITSM Fast Track: Compliance to Capability



Industry

International Travel Insurance

Location

Canada

Products

- IT Service Management
- IT Asset Management



The Challenge

GuardMe International Insurance is a Canadian-based international travel insurance company that specializes in comprehensive insurance solutions for international students, ensuring their safety and well-being during their time in Canada. Facing increased cyber threats and the challenge of complying with ISO and SOC2 standards, **GuardMe** needed a robust IT Service Management (ITSM) platform that could be up and running within a tight timeframe.

The Solution

Coreio, as a trusted ServiceNow partner, deployed the ITSM Fast Track services, which included several critical steps:

Rapid OOTB Implementation: Coreio swiftly deployed the out-of-the-box (OOTB) ServiceNow ITSM modules using a streamlined process that follows ServiceNow Implementation Methodology (SIM) and Coreio's agile approach, enabling **GuardMe** to quickly and efficiently leverage the platform.

Effective Time and Project Management: Coreio led the implementation with clear communication and flexibility in addressing **GuardMe**'s internal processes, ensuring the project stayed on track and met all objectives.

Customer-Centric Approach: Coreio prioritized **GuardMe**'s requirements, focusing on their need to meet ISO and SOC2 compliance within a tight timeframe, while enhancing operational efficiency and strengthening their security posture.

Roadmap for Continuous Improvement: With ITSM Fast Track and basic OOTB functionalities in place, Coreio continues to assist **GuardMe**'s digital transformation with ServiceNow Platform Support, providing a roadmap for ongoing improvements and enhancements to meet evolving needs.



Coreio's proactive support and transparent communication ensured that our ITSM implementation was smooth and ahead of schedule. Their expertise not only helped us achieve compliance with ISO and SOC2 standards, but also significantly improved our operational efficiency and incident management processes. -Daniel Barber, Senior IT Specialist at GuardMe



The Results

Enhanced Security and Compliance



The implementation of the ITSM platform significantly improved **GuardMe's** security measures and compliance with ISO and SOC2 standards.

Operational Efficiency



Coreio's project management and proactive support facilitated quicker incident resolution and seamless integration of new requirements, improving overall operational efficiency.

Improved ITSM Process



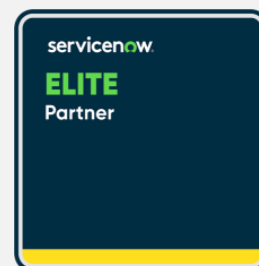
The ITSM solution deployed by Coreio enabled better management of incidents and requests, enhancing support services and satisfaction within **GuardMe**.

Robust Platform Foundation



ITSM Fast Track Service provides a strong foundation for **GuardMe** to continue improving and expanding their ITSM capabilities with ongoing support from Coreio.

Coreio's ServiceNow Fast Track is a pre-packaged, fixed-price implementation service designed to deploy the OOTB ServiceNow ITSM modules quickly and efficiently. This service is ideal for organizations looking to leverage the power of ServiceNow without the lengthy and costly implementation processes typically associated with such robust platforms.



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