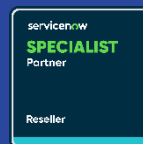




Customer Success Story

ServiceNow Fast Track Enables Faster Time to Value



Client Snapshot

- A professional regulatory body serving a large national membership
- Mandated to uphold certification standards and professional conduct
- Supports over 200,000 members across multiple disciplines

The Challenges

Facing a tight timeline and limited internal resources, the client needed a rapid ServiceNow implementation.

They needed:

- Fast-track implementation aligned to best practices
- Hands-on setup and configuration support
- Guidance to drive adoption and readiness

The Solution

Coreio implemented ServiceNow ITSM Fast Track to deliver a rapid, low-disruption rollout tailored to the client's needs.

- **Accelerated Delivery:** Key modules including Incident, Problem, Change, and Knowledge Management, were deployed in weeks not months
- **Collaborative Execution:** Co-designed workflows with client stakeholders
- **Strategic Enablement:** Scalable foundation aligned to long-term goals

Key Outcomes



Faster Time to Value - Services went live quickly, accelerating benefits without lengthy ramp-up



Stronger Internal Alignment – Clear governance improved prioritization and stakeholder collaboration



Streamlined Operations – Reduced service delays and manual effort through standardized workflows



Readiness for What's Next – Positioned the platform to easily support future enhancements and scale



The Coreio team was very accommodating and worked well with me to ensure I understood the changes and methodologies.

