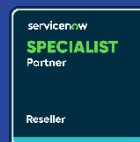




## Customer Success Story

# Enabling Long-Term ServiceNow Success Through Strategic Platform Support



## Client Snapshot

- Midmarket Canadian insurance provider with nationwide operations
- Two locations and approximately 800 employees
- Operates in a highly regulated environment, with growing investment in digital workflows and automation

## The Challenges

Before partnering with Coreio, the client faced multiple roadblocks that limited their ability to fully leverage ServiceNow:

- A growing backlog of enhancement and break/fix requests
- Underutilized modules and limited internal expertise for optimization
- No structured release process or platform governance
- A stretched internal team with competing strategic priorities

## The Solution

Coreio provided ongoing, end-to-end platform support across regular patching, upgrade, enhancement, governance, and advisory services. Support included:

- Resolving a significant backlog of enhancement and admin requests
- Managing major version upgrades (Rome to Xanadu) with zero disruption
- Improving CMDB data quality and structure to support better ITOM outcomes
- Delivering best-practice guidance for roadmap planning, dashboards, and service mapping
- Supporting new ServiceNow capabilities, including the rollout of Now Assist and AI features

## Key Outcomes



**Greater platform stability and consistency** through reduced backlog and improved governance



**Improved stakeholder satisfaction** with faster turnaround, higher system reliability, and strategic enhancements



**Fast Adoption of new ServiceNow capabilities** including Now Assist and Service Mapping—driving long-term value and platform maturity



**Renewed partnership and expanded engagement** including collaboration on additional ServiceNow projects outside platform support

