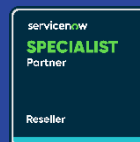




## Customer Success Story

# Modernizing QA Governance for ServiceNow Excellence



## Client Snapshot

- A Canadian insurance and financial services organization
- Operates nationally with regional offices throughout Canada
- Over 6,000 employees supporting individuals and communities nationwide

## The Challenges

The client needed to modernize their ServiceNow QA processes to improve platform reliability:

- Lack of standardized testing practices and governance
- Time-consuming, manual User Acceptance Testing (UAT)
- Fragmented coordination across business and technical teams
- Inconsistent outcomes affecting release reliability and delivery speed

## The Solution

Coreio provided an experienced QA Lead to:

- Rework and standardize the QA process across the platform
- Introduce Agile and Scrum-based QA methodologies
- Lead UAT activities across stakeholder groups
- Develop test strategies for complex catalog items and REST API integrations
- Deliver knowledge transfer and embedded long-term best practices

## Key Outcomes



**40% reduction in testing time** through streamlined test planning and improved UAT execution across stakeholders



**Improved testing consistency and reliability** by formalizing test strategies for catalog items and API integrations



**Standardized QA governance** with structured Agile processes that improve repeatability, coverage, and traceability



**Client-recognized leadership** and best practice implementation in QA modernization and collaboration

