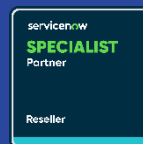




Customer Success Story

Transforming Legal IT Services with a Centralized & Scalable Solution



Client Snapshot

- International law firm with ~1,000 lawyers
- Offices in Canada, the UK, and South Africa
- Expertise in corporate law, litigation, and compliance

The Challenges

The firm's IT services were fragmented and inconsistent, with no centralized way to manage incidents and requests. They needed:

- A unified ITSM platform
- Tailored workflows for diverse roles
- A consistent and scalable end-user experience

The Solution

Coreio partnered with the client to design and implement a robust, scalable ServiceNow ITSM solution. The engagement included:

- **Platform Optimization:** Leveraging ServiceNow's ITSM suite with Universal Request, Virtual Agent, Microsoft Teams integration, and core ITSM modules (Incidents, Requests, Knowledge Management).
- **Tailored Workflows:** Built around user personas and business processes to improve efficiency and relevance.
- **Hands-On Enablement:** Provided structured training and ongoing support to ensure adoption and long-term success.

Key Outcomes



Centralized Service Operations -
One platform for all service needs



User-Centric Workflow - Faster resolution times & better user alignment



Scalability & Maintenance -
Future-ready for ITSM expansion



Improved User Experience -
Consistent support across organization

