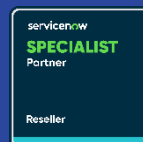




Customer Success Story

Unlocking the Full Value of ServiceNow Integrated Risk Management (IRM)



Client Snapshot

- A global digital media and technology company
- Headquartered in Canada, with offices across North America and Europe
- Thousands of employees supporting content platforms, digital operations, and compliance teams

The Challenges

The client had implemented ServiceNow IRM but faced adoption challenges due to configuration and resource issues:

- Workflow and form designs were cumbersome for business users
- Lack of internal IRM expertise during the initial deployment
- Difficulty aligning the platform with risk and compliance processes
- Low adoption and limited value realization from their IRM investment

The Solution

Coreio deployed a team with deep ServiceNow IRM expertise to:

- Conduct a full review of the existing IRM implementation
- Collaborate with client stakeholders to understand pain points
- Recommend and implement targeted improvements to workflows and forms
- Align the platform with business needs to support effective risk and compliance management
- Enable faster wins and promote adoption through better user experience

Key Outcomes



Accelerated adoption of ServiceNow IRM through improved usability and business alignment



Optimized workflows and form design to streamline risk processes and eliminate user frustration



Improved IRM ROI by fixing misconfigured features and enabling full platform use



Trusted collaboration and knowledge sharing that built confidence in the platform and the partnership

