



SERVICENOW SOLUTIONS

TO ENHANCE ENTERPRISE
PERFORMANCE



ABOUT US

NIX is a global software development company that delivers services to leading brands from various business verticals, contributing to their dynamic advancement through the tech layer. Our tech experience gained over 30 years enables us to digitize enterprise workflows, turning complex processes into effortless experiences, and optimizing investments for our clients' consistent growth.

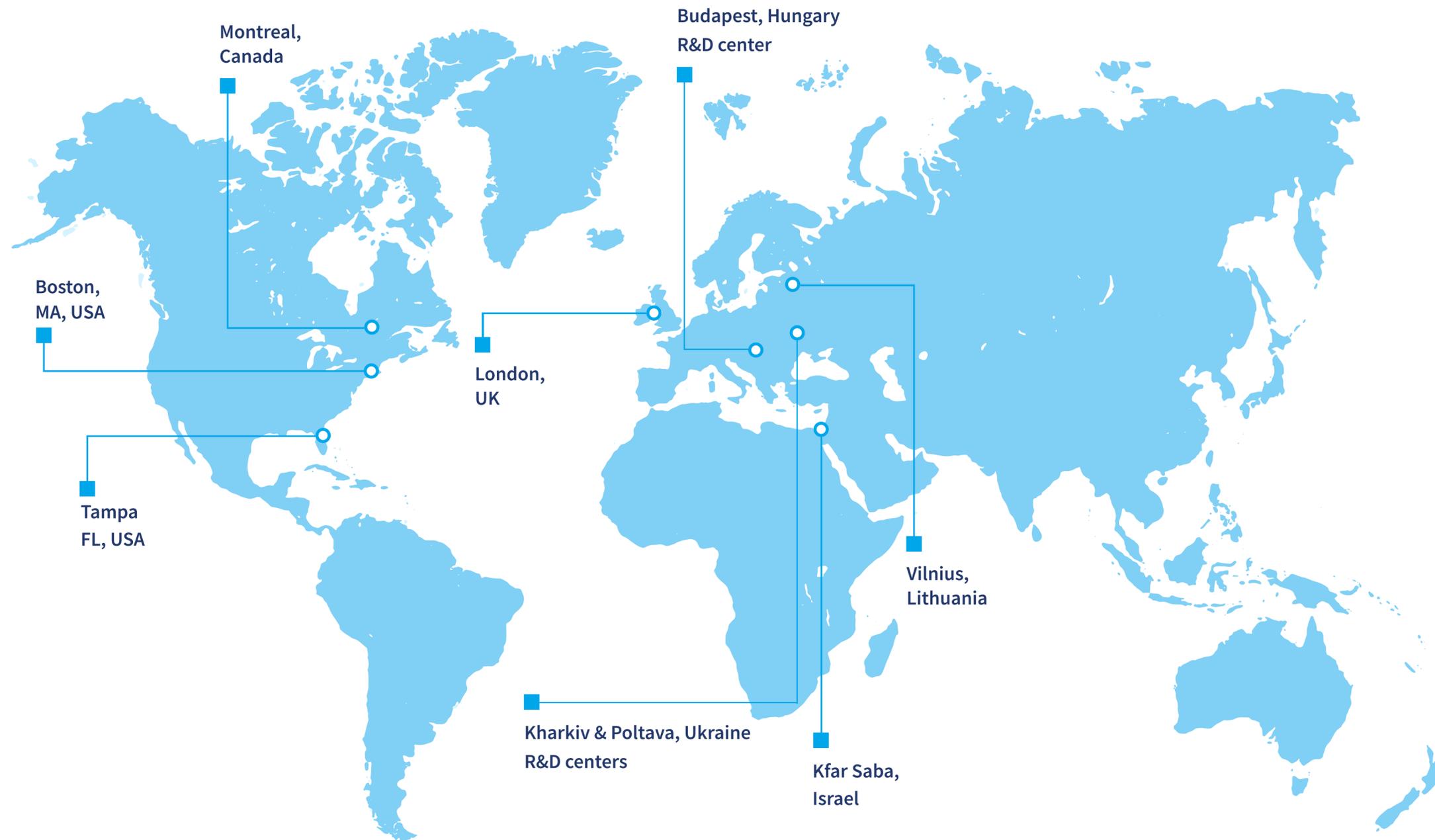
Our results-oriented experts help companies make stellar business jumps by incorporating ServiceNow expertise into projects, enhancing back-end processes, boosting organizational performance, and creating remarkable experiences for all participants related to business.



NIX IS TRUSTED BY



NIX GEOGRAPHY



SERVICENOW CAPABILITIES

Our tech capabilities and domain expertise enable us to deploy robust solutions resilient to changes and able to scale with expanding demands of the client tomorrow—this is a critical component of enduring business success. NIX experts provide proven solutions across the whole ServiceNow lifecycle, starting from assessment of the current environment to step-by-step ServiceNow modules implementation, application development, and after-release support.

We apply an IT Infrastructure Library (ITIL) approach, providing continual service improvement at each project stage, where contributing technology, processes, and people work towards the company's goals.



HOW WE CAN HELP

NIX knows from practice how to change the course of events for organizations by enhancing and optimizing their operation workflows—including IT, employee, and customer areas leveraging the ServiceNow tools. Besides extensive experience in delivering services to clients, we have also been on the customer side when implementing ServiceNow capacities into our own processes to innovate and enhance them. So we know how to help modern enterprises operate more efficiently and scale without strain.

OUR GOAL IS TO PROVIDE COMPANIES WITH:

- ◆ Streamlined and automated business processes
- ◆ Agility and high visibility in operations
- ◆ Robust self-service portals
- ◆ Effortless user experience
- ◆ Expedited time to market for products and services
- ◆ Centralized and secure data management
- ◆ Connected processes, employees, and customers for seamless interaction

WE ADDRESS THE CLIENTS' NEEDS BY HELPING TO:

- ◆ Maximize return on investment (ROI)
- ◆ Increase business performance and employee efficiency
- ◆ Consolidate workflows to work as a single unit
- ◆ Focus on priorities instead of wasting time on routine
- ◆ Lower business risks
- ◆ Enhance decision-making based on predictive intelligence
- ◆ Reduce costs spent on operation management and infrastructure services
- ◆ Relieve the burden on employees and decrease human errors through automation of rote tasks



SERVICENOW SOLUTIONS WE PROVIDE

NIX enhances enterprises, digitizing their core business processes within sector-specific solutions. We provide both end-to-end ServiceNow implementation services and take on single-point demands for specific targets within the platform. Our experts are involved in projects from scratch, enhance existing solutions, and provide migration services.

DISCOVERY & CONSULTING

- ◆ Audit & assessment
- ◆ Strategic advisory
- ◆ Roadmap design & planning
- ◆ Process documentation

INTEGRATIONS

- ◆ API development
- ◆ Orchestration of external systems
- ◆ Event management integration
- ◆ Cloud & AI-based integrations
- ◆ Integrations with active directory and monitoring tools

IMPLEMENTATION & CUSTOMIZATION

- ◆ Pilot projects development from scratch
- ◆ Portal development & enhancement
- ◆ Module configuration & data migration
- ◆ Process automation & testing

MAINTENANCE & MANAGED SUPPORT

- ◆ Technical guidance, support, and maintenance
- ◆ System administration
- ◆ Performance monitoring & ongoing improvement
- ◆ Security audits
- ◆ User help desk

APPLICATION DEVELOPMENT

- ◆ App architecture & design
- ◆ Building & testing apps
- ◆ Application maintenance & upgrades
- ◆ Custom app development



SERVICENOW MODULES WE IMPLEMENT

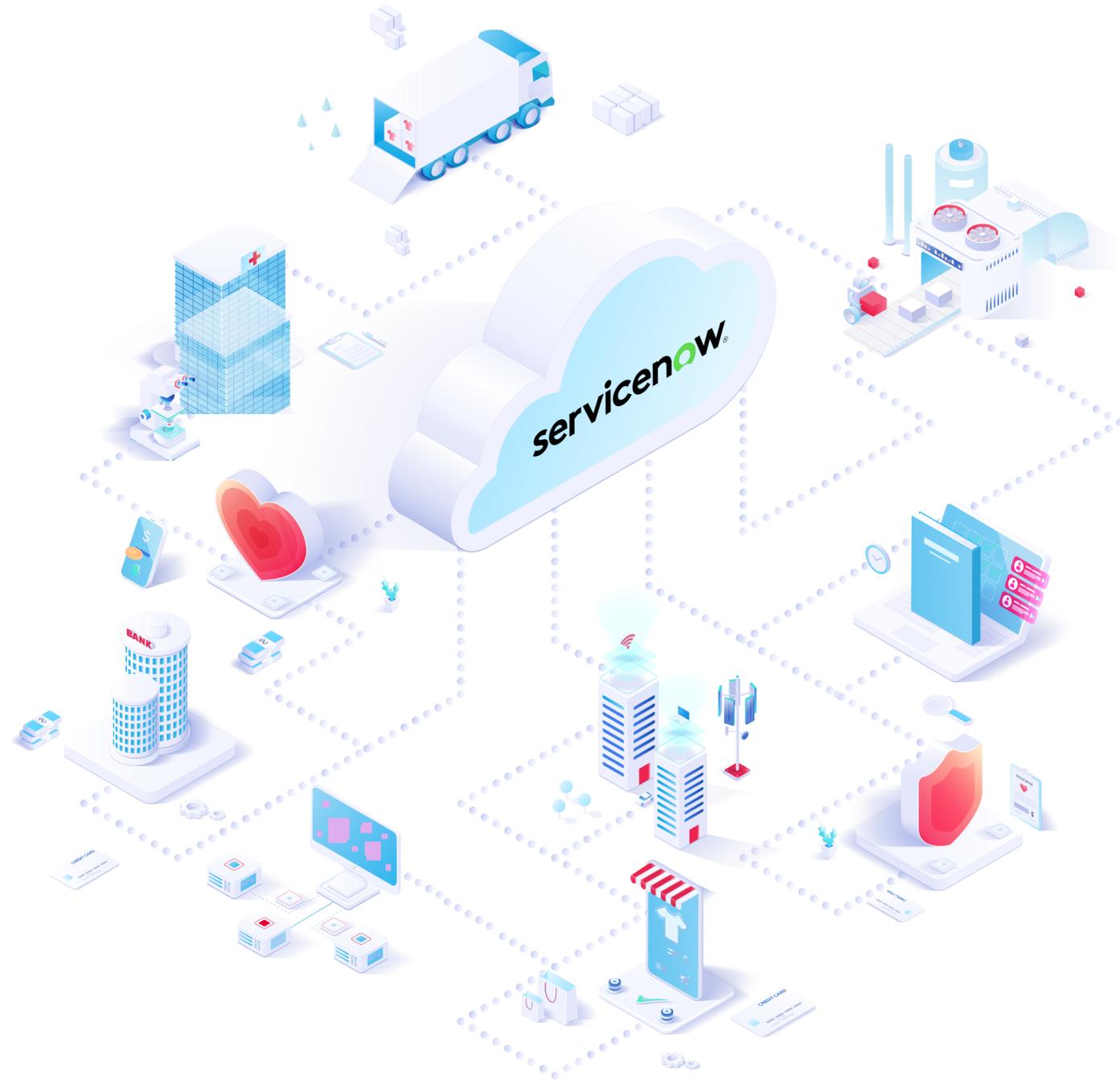
Leveraging the capabilities of the ServiceNow platform, we unite multiple operational processes such as IT, employee, and customer workflows under a single umbrella. As a result, digitized enterprises optimize costs, serve customers better, and are supercharged to outperform the competition.

THE CORE SERVICENOW MODULES WE WORK WITH:

- ◆ IT Service Management (ITSM)
- ◆ IT Business Management (ITBM)
- ◆ Security Operations (SecOps)
- ◆ HR Service Delivery (HRDS)
- ◆ Customer Service Management (CSM)



INDUSTRIES WE SERVE



INDUSTRIES WE COVER INCLUDE, BUT NOT LIMITED TO:

- ◆ Financial & banking
- ◆ Insurance
- ◆ Healthcare
- ◆ Logistics & supply chain
- ◆ Telecommunications
- ◆ Retail & eCommerce
- ◆ Information technology & services
- ◆ Manufacture
- ◆ Automotive
- ◆ Nonprofit & charity
- ◆ Education

IT WORKFLOWS: ITSM MODULE

The **IT Service Management (ITSM) module** is designed to modernize IT service workflows within planning, delivery, and support by automating routine tasks, increasing IT performance, and reducing downtimes. NIX experts harness the IT Infrastructure Library (ITIL) approach to enhance IT capabilities of our clients, providing continual service improvements and strengthening collaboration across the entire organization.

IMPLEMENTING ITSM MODULE IN CLIENTS' WORKFLOWS, WE CAN HELP YOU:

- ◆ Streamline and consolidate IT services
- ◆ Automate rote tasks and improve IT teams productivity
- ◆ Reduce resolution time, providing faster incident processing
- ◆ Minimize service interruptions
- ◆ Get a single easy-to-use workspace for IT operations
- ◆ Elevate service experience with self-service portals
- ◆ Gain high visibility on IT processes
- ◆ Reduce costs spent on IT support
- ◆ Increase user satisfaction via AI-based virtual agents

Change Management

Incident Management

Problem Management

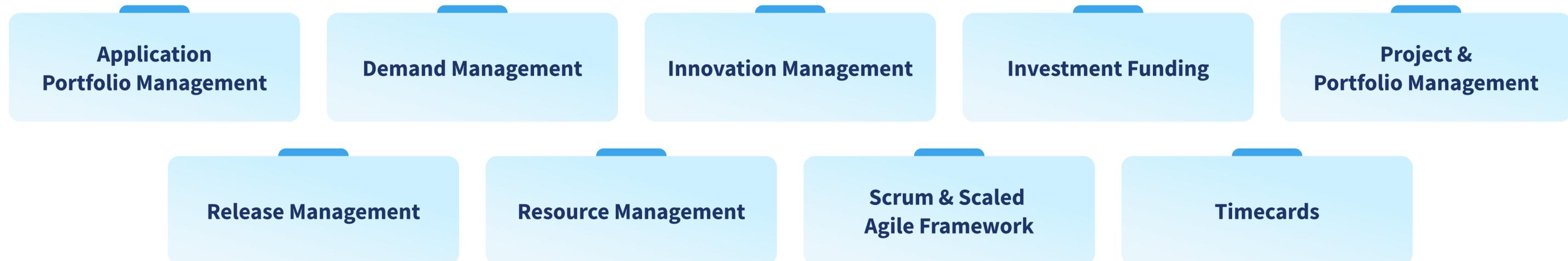
Request Management

IT WORKFLOWS: ITBM MODULE

The **IT Business Management (ITBM) module** implementation helps organizations empower their tech environments relying on business needs, thereby enhancing the ultimate delivery of services and products. Our experts leverage ServiceNow capacities to align IT departments with company objectives to maximize efficiency of your tech investments.

LEVERAGING THE ITBM MODULE ENABLES COMPANIES TO:

- ◆ Assess the value of delivered IT services
- ◆ Track the resources and optimize investments across projects
- ◆ Connect funding plans with work plans
- ◆ Bring visibility and control into software development
- ◆ Optimize IT expenses
- ◆ Achieve high accountability of business functions
- ◆ Improve decision-making abilities based on performance analytics



IT WORKFLOWS: SECOPS MODULE

The **Security Operations (SecOps) module** is developed to help IT departments and security teams clarify security posture, create intelligent workflows, and manage threat issues more efficiently and proactively. NIX specialists enhance clients' cyber resilience based on the security orchestration, automation, and response (SOAR) engine and risk-based vulnerability management.

LEVERAGING SECOPS CAPABILITIES, WE CAN HELP COMPANIES ACHIEVE THE FOLLOWING:

- ◆ Meet security goals without compromising IT performance
- ◆ Automate security operations, including incident detection, prioritization, and remediation
- ◆ Increase visibility into threats and vulnerabilities during all deployment phases
- ◆ Enhance collaboration across teams for stronger security practice implementation
- ◆ Ensure fast security responses to protect data and integrity of a company information
- ◆ Reduce the severity of attacks' impact and speed up system recoverability
- ◆ Get post-incident analysis to find root causes of events for their further prevention
- ◆ Plan methods to prevent or respond to events via threat intelligence

**Configuration
Compliance**

**Security Incident
Response**

**Threat
Intelligence**

**Vulnerability
Response**

**Vulnerability
Solution Management**

EMPLOYEE WORKFLOWS: HRSD MODULE

The **HR Service Delivery (HRSD) module** aims to empower employee service experiences in organizations, resulted in improved staff productivity and raised workplace satisfaction. NIX reframes HR workflows, providing streamlined and consolidated operations along with robust self-service for consistent level of workforce support that contributes to ultimate business success.

HRSD IMPLEMENTATION ENABLES COMPANIES TO GET THE FOLLOWING OUTCOMES:

- ◆ Improved employee productivity
- ◆ Reduced employee turnover due to their increased satisfaction
- ◆ Centralized document storage for HR departments
- ◆ Streamlined employee onboarding and transitions
- ◆ Engaged employees within unified self-service portals
- ◆ Resolution of users' issues 24/7 via intelligent chatbots
- ◆ Performance analytics for transparent processes
- ◆ Optimized costs on HR management
- ◆ Searchable knowledge base with HR policies, procedures and articles

**Employee
Document Management**

**Employee
Service Center**

**Enterprise Onboarding
& Transitions**

HR Case Management

CUSTOMER WORKFLOWS: CSM MODULE

The **Customer Service Management (CSM) module** is focused on providing excellent customer experiences by optimizing process agility, promoting engagement, and expanding self-service. NIX specialists configure the ServiceNow platform, addressing customer needs quickly and proactively—we solve the most complex issues simultaneously along with continuous process improvements within the enterprise.

WE IMPLEMENT CSM CAPABILITIES SO THAT CLIENTS CAN GET THE FOLLOWING:

- ◆ Workflow operations are streamlined and automated
- ◆ Teams are connected across departments, providing quick issue resolution to users
- ◆ Self-service is presented with portals integrated with knowledge bases and service catalogs
- ◆ Reduced customer churn due to higher service satisfaction
- ◆ Customers get personalized and intelligent communication via AI-based virtual agents
- ◆ Communication is multi-channel—each user is matched with the preferred digital channel

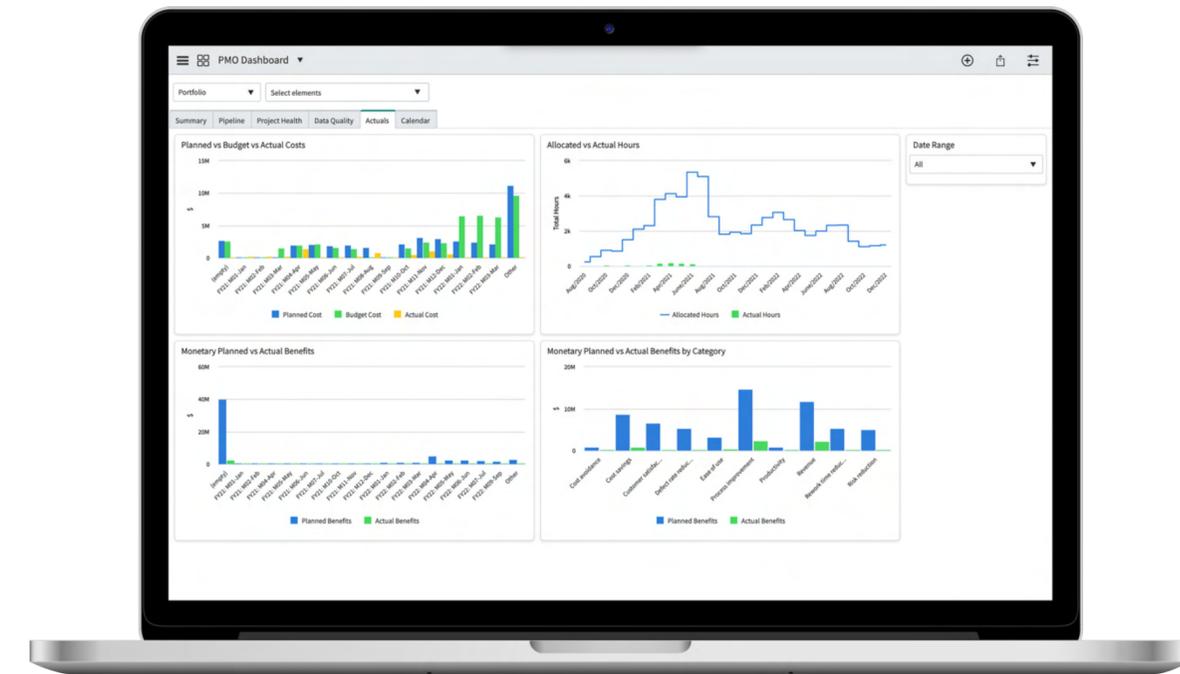


CASE 1: Implementation of ServiceNow ITSM Module for Brokerage Firm

BUSINESS OVERVIEW

The client is a brokerage firm assisting individuals and institutions in buying and selling securities among various investors, staffing 2,000+ employees. The company's operations had been assigned to the BMC Remedy IT service management (ITSM) module, which was not fully customized, had frequent performance issues, and was quite expensive.

The client reached out to NIX to configure their ITSM processes, migrating from the BMC Remedy platform to ServiceNow while increasing operational efficiency and raising ROI.



PROJECT GOALS

- ◆ **Reduce costs** spent on IT support by **15%**
- ◆ **Automate** minimum **20%** of IT department services, minimizing manual involvement in routine tasks
- ◆ **Migrate** all IT processes and integrations to a more flexible ServiceNow platform

TECH STACK



CASE 1: Implementation of ServiceNow ITSM Module for Brokerage Firm



SOLUTION

Ticket System

- ◆ We centralized data processing and automated ticket routine, resulting in savings of **\$75k+** per year.
- ◆ Our team categorized different levels of access to the inner company system and discarded unnecessary roles for IT team members, saving the client **\$160k+** annually.
- ◆ Our experts helped to reassign 70 people to more strategic tasks instead of routine troubleshooting.
- ◆ We configured SLA tracking to measure how IT teams meet process standards.

Automated ticket-related workflows lead to faster incident processing, mitigated ticket loss, and decreased time-to-recovery after service outages by two times.

Integrations

We made integrations with JIRA, Slack, Meraki, Confluence, and other integrations through AWS and Azure. This reduced collaboration barriers between customer service and the IT department, enhanced visibility of IT workflows, and facilitated data processing with real-time access to work items.

AI-powered Chatbots

Implementation of AI chatbots provided exceptional customer service through a 24/7 portal, solving low-tier incidents automatically. This reduced the number of phone calls and their durations by 33%, improved response time by 22%, and decreased the overall quantity of tickets processed by the IT team manually by 25%. By implementing chatbots, the company was able to save **\$50k+** a year.

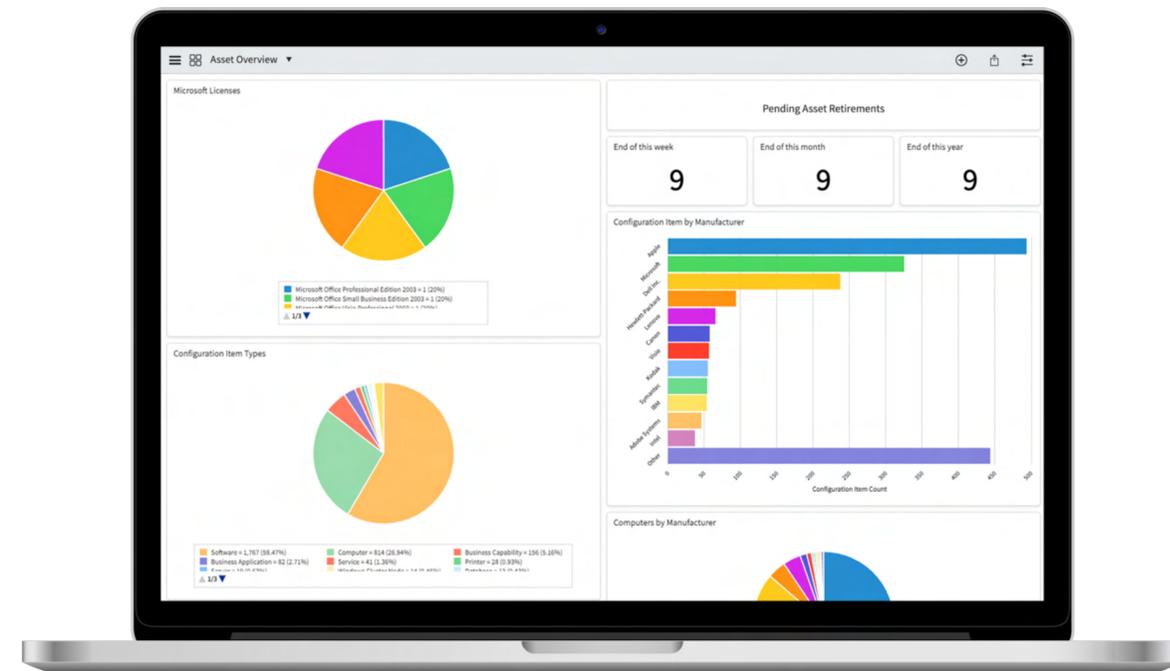
CASE 1: Implementation of ServiceNow ITSM Module for Brokerage Firm

GAINS OF ITSM MODULE FOR EVERYONE

- ◆ **Business leadership**—increased IT performance, better accountability of business functions, and IT cost reduction
- ◆ **IT team members**—a single easy-to-use workspace, high visibility across IT operations, and increased employee productivity
- ◆ **Customers**—personalized user support, instant response from the company, and higher service satisfaction

RESULTS IN NUMBERS

- ◆ **25%** of IT processes were automated
- ◆ Ticket resolution time decreased by **30%**
- ◆ **38 hours** maximum service ticket age
- ◆ Downtimes reduced by **22%**
- ◆ **\$285k+** annual savings for the client
- ◆ ROI increased by **27%**



OUTCOME

The NIX team helped the client optimize the IT department's processes, enabling them to **save \$285k+** per year. Thus, the company's owners could redirect these funds into innovative strategies and scaling initiatives, rather than wasting resources on routine tasks.

CASE 2: ServiceNow Implementation for Hospital to Enhance IT, Employee, and Customer Workflows

BUSINESS OVERVIEW

The client is a for-profit hospital specializing in acute care, providing diagnostic and treatment services to inpatients and outpatients and employing 1,300+ people, including medical and administrative staff.

The company grew rapidly while the quality of patient care began to deteriorate due to a significant growth of routine workload on employees. The client addressed NIX with a request to unify operational processes within a single solution—a platform from scratch—for optimizing workflows, increasing employee efficiency, and growing customer satisfaction.

TECH STACK

ServiceNow

JS ES5

PROJECT SCOPE

- ◆ **Automate routine IT team operations** to minimize manual involvement and reduce IT support costs by a minimum **15%**
- ◆ **Enhance and centralize patient data processing** to reduce the burden on medical and administrative staff
- ◆ **Improve customer experience** through self-service in patient portals and personalized communication via chatbot

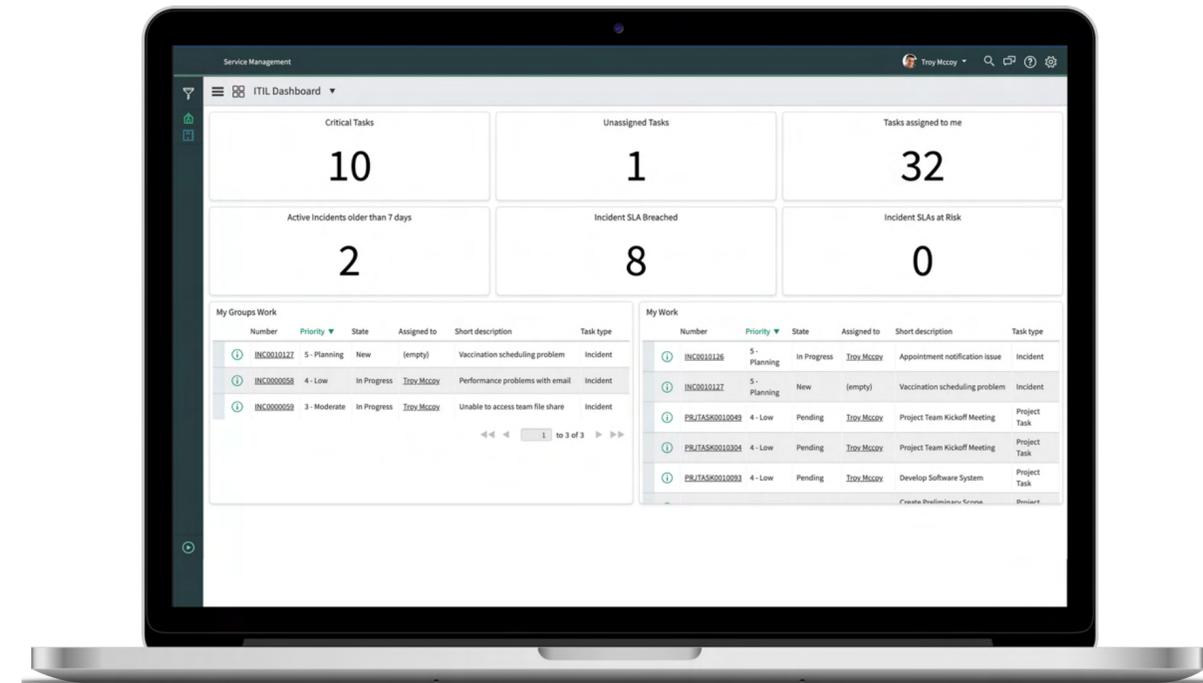


CASE 2: ServiceNow Implementation for Hospital to Enhance IT, Employee, and Customer Workflows

SOLUTION

The scope included work in three areas using the following ServiceNow modules:

- ◆ **IT workflows**
Information Technology Service Management (ITSM) module covered IT services' planning, delivery, and support
- ◆ **Employee workflows**
HR Service Delivery (HRSD) module simplified workflows for medical staff and enhanced human resources onboarding and transition processes
- ◆ **Customer workflows**
Customer Service Management (CSM) improved customer experience with self-service options with minimal effort on their part



CASE 2: ServiceNow Implementation for Hospital to Enhance IT, Employee, and Customer Workflows

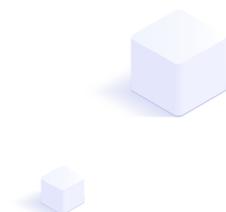
IT Workflows

- ◆ We started with configuring the **ticketing system** and the roles—different levels of access to the platform, structuring client’s data, simplifying the ticketing process, and setting up SLA tracking. Automation of ticket processing resulted in IT cost reduction by 18%, ticket loss decreased by 15%, lowering of incident resolution time by 20%, and switching of 27 people to more complex tasks instead of routine issues.
- ◆ We configured **ServiceNow Performance Analytics** to monitor and assess IT services through defined KPIs to anticipate trends, prioritize resources, and drive service improvements based on valuable data.



Customer Workflows

- ◆ Our experts built an **AI-powered chatbot** based on Natural Language Processing (NLP) to effectively communicate with users 24/7. The fine-tuned chatbot provided patients with instant answers on the FAQ, helped with booking doctor appointments and checking existing coverage filing for claims, etc. This allowed the client to reduce the number of help desk calls by 35%, saving the client \$32k+ per month on call processing.
- ◆ We configured a patient portal for **pre-visit management**, offering auto-generation of documents for procedure requests, to-do items, and required forms for digital consent to the procedure in advance. This scope streamlined patient information verification and insurance pre-authorization, reduced the amount of paperwork, and saved patients’ and clinicians’ time.

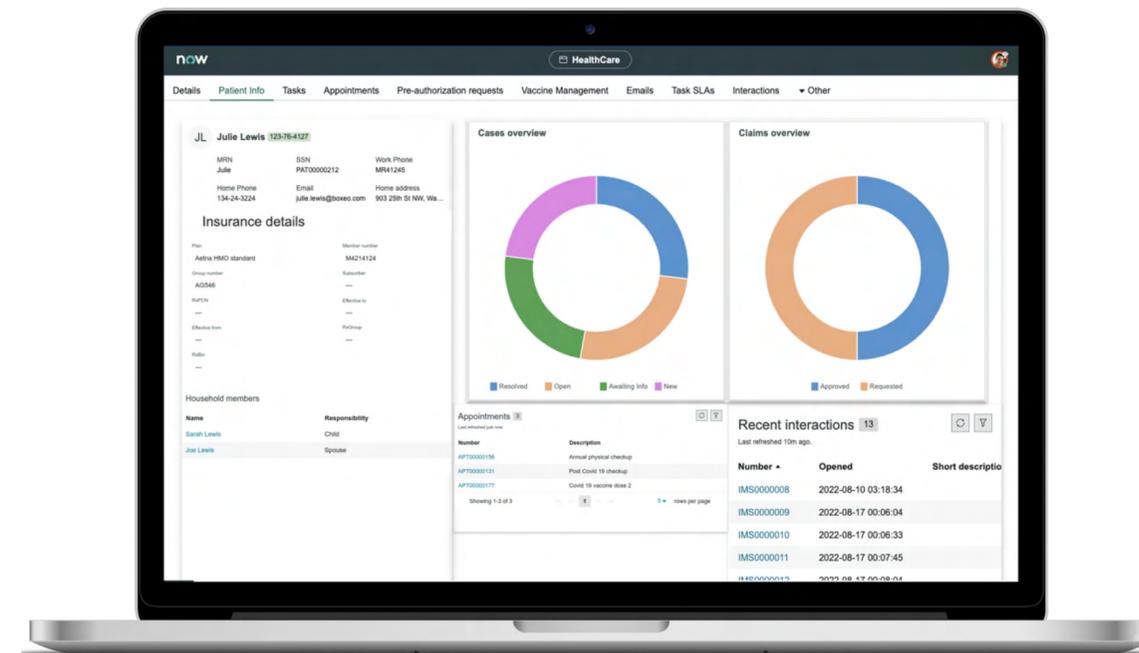


CASE 2: ServiceNow Implementation for Hospital to Enhance IT, Employee, and Customer Workflows

Employee Workflows

- ◆ The NIX team created a single portal with **patient records**, providing clinicians with a comprehensive view of patient data with their personal, medical, and insurance information, saving thousands working hours of clinicians. Data processing became more secure, decreasing patient data loss by 7% and accelerating case resolution time by 19%.
- ◆ We used an **AI-based ServiceNow Knowledge Management** application to create a single data repository. This helped clinicians make decisions on specific cases faster, sped up employee onboarding, and provided patients with an open-source encyclopedia with useful articles on medical topics.

- ◆ To make full-cycle **vaccine management** effective, we created a self-service portal for medical staff and vaccine recipients. This enabled patients to self-schedule their appointments and reduce the burden on staff, resulting in a 7% decline of wasted dosages.

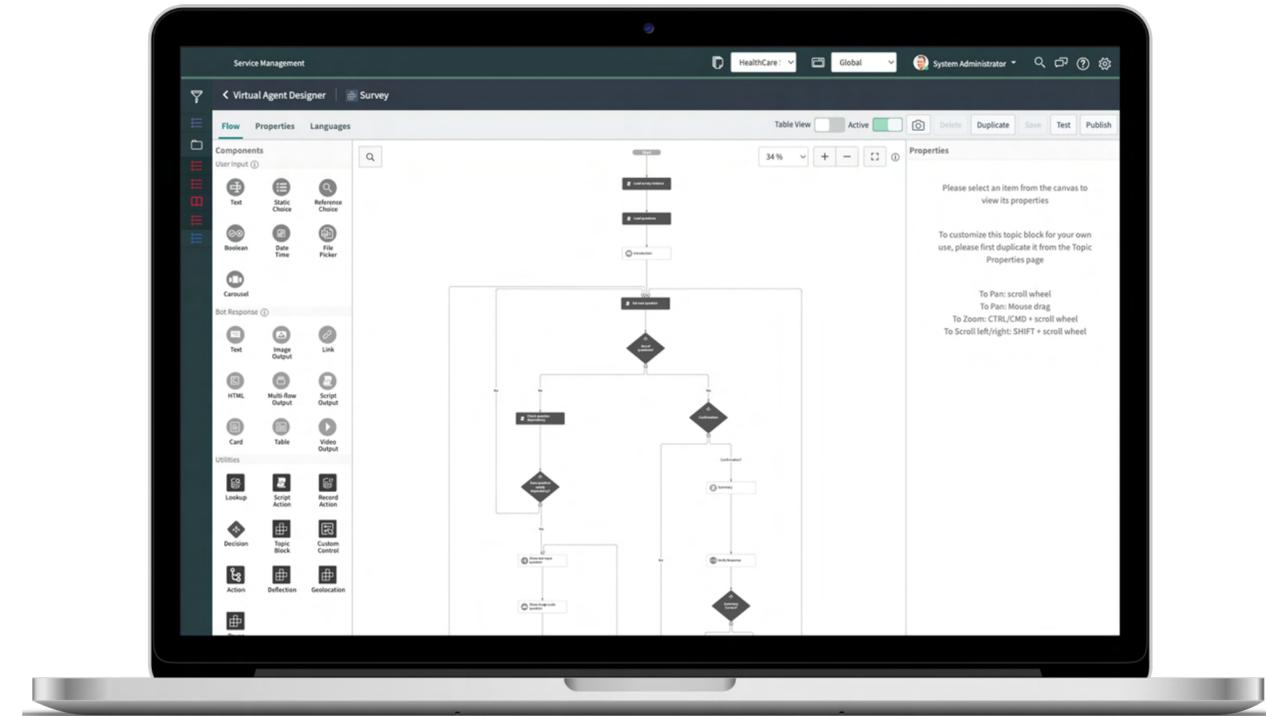


CASE 2: ServiceNow Implementation for Hospital to Enhance IT, Employee, and Customer Workflows

OUTCOME

The NIX team helped the client build a unified environment connecting medical employees, patients, and IT systems, streamlining and amplifying each other's work.

Automating **20%** of operations and offering patients the option of self-service, **42%** of queries are now resolved autonomously, significantly offloading employees from rote tasks and increasing customer satisfaction. The hospital reduced its operational costs by **30%**, freeing up funds for strategic investment and further workflow optimization.





WHERE TECHNOLOGY MEETS INGENUITY

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