



### Customer Name

Nuffield Health

### Business

Healthcare Provider

### No. Employees

15,500

### Solution

ServiceNow IT Service Management - improved employee experience, single end-end support processes, improved reporting, integrated knowledge management

### Implementation Timeline

3 Months



*The team at UP3 provided us with a wealth of experience and competency for ServiceNow deployment and support. Their responsiveness and ability to deliver has resulted in them becoming a trusted partner to Nuffield*



**Dan Morgan**  
IT Operations Director  
Nuffield Health

### Overview

**Nuffield Health is the largest not-for-profit healthcare provider in the United Kingdom.**

Following the appointment of a new CEO in December 2015 and a CIO in August 2016, there has been a clear strategy to invest in modernisation and transformation to digitise customer-facing and internal processes and services. Part of this transformation is to introduce a more modern and integrated approach to Service Management, providing customer-centric services that can scale as the business grows.

The 120-strong Nuffield Health IT team is supporting this transformation and the 15,500 Nuffield employees through a combination of in-house and outsourced services. The Service Desk is outsourced to a third-party, and prior to implementing ServiceNow, the Incident, Problem and Change Management processes were owned and delivered by this third-party and were supported on a legacy Remedy platform.

### The Goal

Nuffield Health set out on a path to improve Service Management with a fully integrated view of service performance and improvement. A need to retain overall ownership of IT Service Management, irrespective of how the underpinning services are delivered, was mandated by the IT leadership to allow better control of process and data and a more cohesive approach to service delivery. In 2017 a strategic decision to deploy ServiceNow as a single system of action was made.

As part of the platform selection process it was critical for Nuffield Health to ensure they had a ServiceNow partner that could deliver all aspects of ServiceNow rapidly and cost effectively, whilst helping to utilise the platform to its full potential, exploiting both functionality and scalability. From very early on UP3 demonstrated a clear understanding of the organisation's requirements and the flexibility and pragmatism needed for a rapid, phase 1 deployment.

### Day 1 improvements:

#### Employee experience

Full visibility of the status of incidents and requests drastically reducing status-checking calls to the Service Desk.

#### Joined up support

Single processes providing end-to-end support across all support groups and partners with total transparency of operation.

#### Reporting

Operational reports and dashboards native in ServiceNow eliminating exports and Excel reports.

#### Integrated knowledge

Available to employees and support staff.

#### Eliminating mailboxes

Emails create tickets directly in ServiceNow, no more costly management of mailboxes



*UP3 were able to understand our requirements quickly and offer simple and workable solutions. We appreciated their honesty and flexibility with the design decisions and the agile development was clear, logical and effective*



**Jo Morgan**

IT Service Delivery Manager  
Nuffield Health

### The Solution

As Nuffield Health's ServiceNow reseller, implementation partner and managed support partner, UP3 are an important part of the Service Management journey that Nuffield Health has embarked on. The ITSM implementation, including the migration from Remedy, was delivered in just 10 weeks.

ServiceNow has already delivered significant value, enabling Nuffield Health to deliver more customer-centric Service Management, improve operational processes and gather relevant data to inform and support decision making.

Processes that were once manual and time consuming are now managed and automated on a single platform with scope to drive further automation and re-deploy resources to business-critical activities.

As the rollout of the ServiceNow platform continues, UP3 is providing its Managed Support Service to take care of operational support and application enhancements as well as managing demand for platform functionality and services. This enables Nuffield Health to leverage the specialist ServiceNow knowledge and expertise of UP3 whilst they focus on the services they are providing to their own customers.

Nuffield Health have placed ServiceNow at the centre of their Service Management strategy and as the business transforms, the IT team is in a strong position to adapt to changing demands for service and innovation. Customer feedback is a critical part of this process and Nuffield and UP3 have integrated the HappySignals Customer Experience platform to measure customer happiness and evaluate how services can be improved.

### Conclusion

As Nuffield Health embark on the second phase of their ServiceNow roadmap they already have a robust business case for further investment in the platform, within only months of starting.