





GlobalConnect
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Devoteam
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Creative tech for Better Change



Agenda

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GlobalConnect

A person is holding a tablet that displays a video call between a man and a young boy. The background is a warm, bokeh-lit indoor setting with string lights. The text is overlaid on the image.

**We turn Visions
into Reality by
Empowering Society
with Connectivity**

One extensive fiber network covering all parts of society



Carrier

We sell network access to operators, global tech giants, carriers and system integrators



Enterprise

We connect enterprises and public institutions with secure end-to-end connectivity solutions



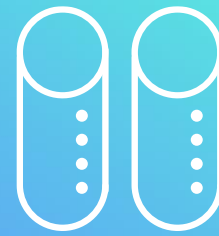
Consumer

We connect private households with robust fiber-based broadband, that will last for generations



150 000

km fiber



34 500

m² data centers

Facts and figures

Employees

1700+

Main offices in

Copenhagen, Stockholm & Oslo

Revenue 2021

€609 000 000

Customers – B2B (Q2 2022)

30 000

Homes connected – B2C (Q3 2022)

700 000

Owned by

EQT



Select examples of customers



Devoteam **playground**

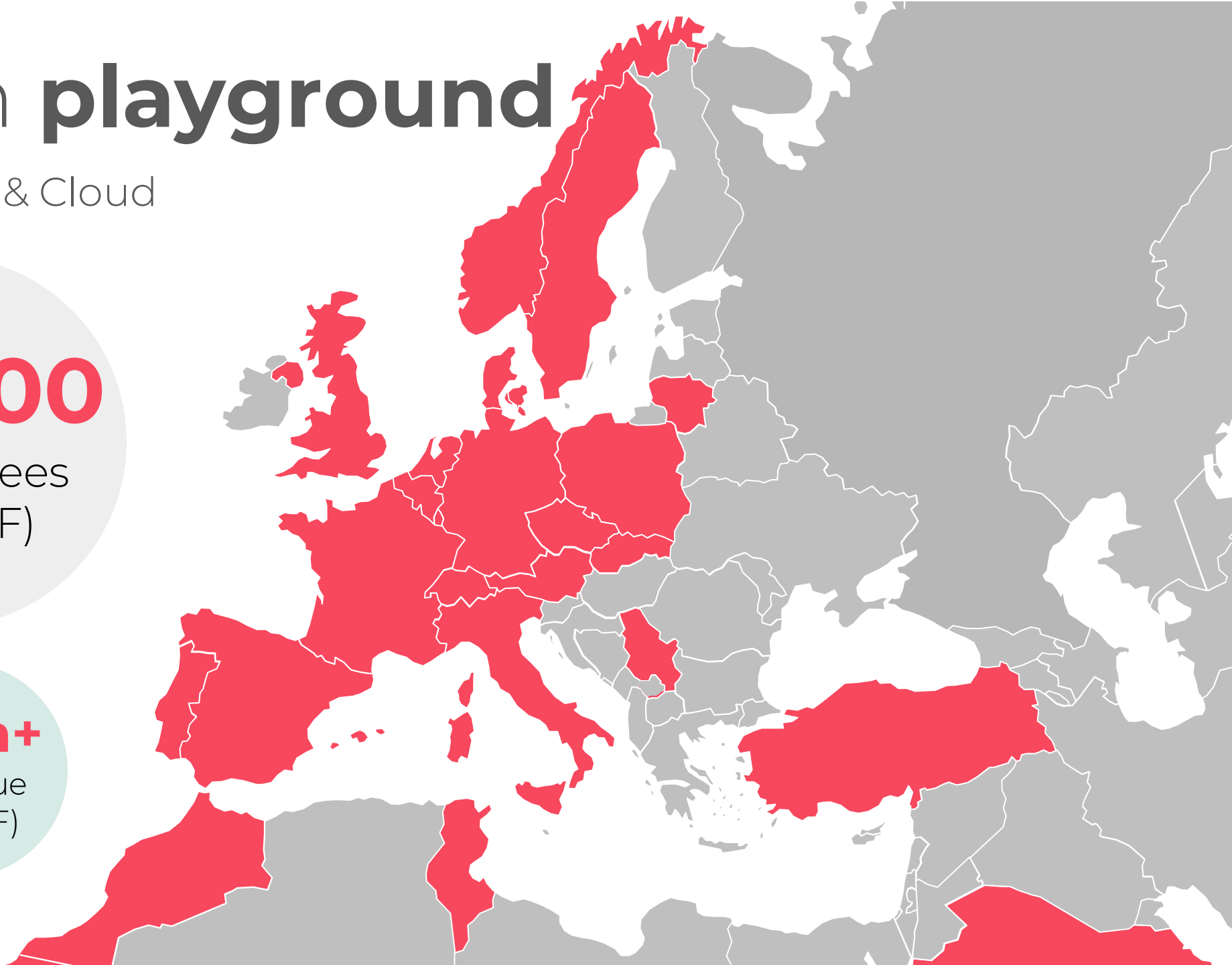
Europe, Middle East & Cloud

20+
Countries

10.000
Employees
(FY22 F)

20+
Acquisitions
since 2018

€1bn+
Revenue
(FY22 F)



At a glance

Devoteam N Platform Denmark

As **#1 EMEA ServiceNow Partner** we help customers deliver digital workflows that transform operational productivity, elevate employee experience & reimagine customer engagement.



85/800

Danish/global technical experts

187/903

Certifications

60/1000

Enterprise customers

With more than 10 years' experience as a ServiceNow Elite EMEA partner, we deliver transformation projects that automate your services across the enterprise.

- ✓ Enterprise Service Management
- ✓ Employee Experience
- ✓ Customer Experience
- ✓ Governance, Risk & Compliance





ServiceNow
**Customer Service
management**

Creative tech for Better Change

ServiceNow CSM - Create seamless experience, with an end to end customer workflow approach.

Customer experience

Pull your customers in, across multiple channels and with a self-service portal

Connected operations

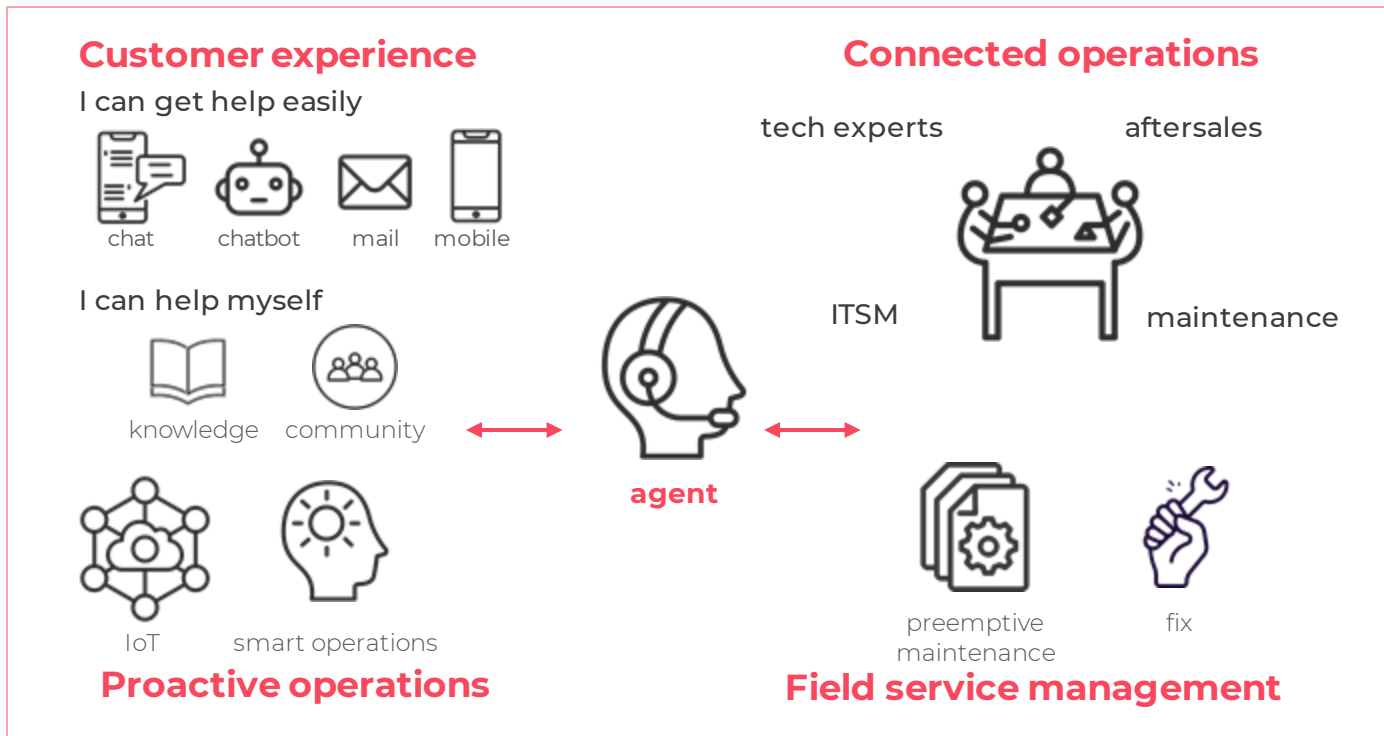
Integrate your operations teams in the platform, or integrate with the tools they already use

Proactive operations

Don't wait for your customers to report issues, fix them proactively as they are discovered by IoT or smart ops

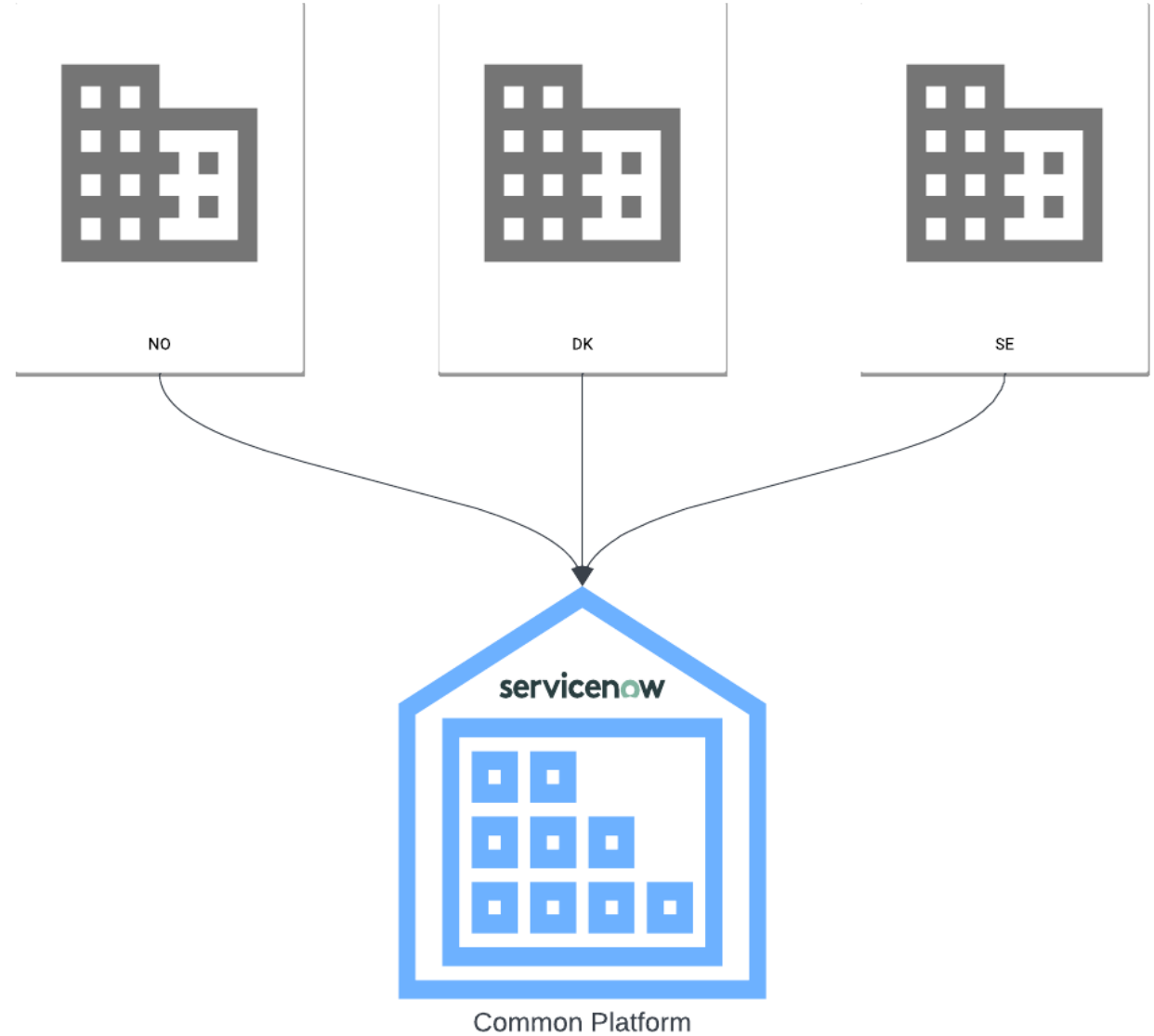
Field service management

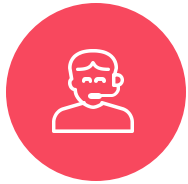
Manage location-based work with greater efficiency and reliability





The Journey **Merge**





Customer Service Management at GlobalConnect

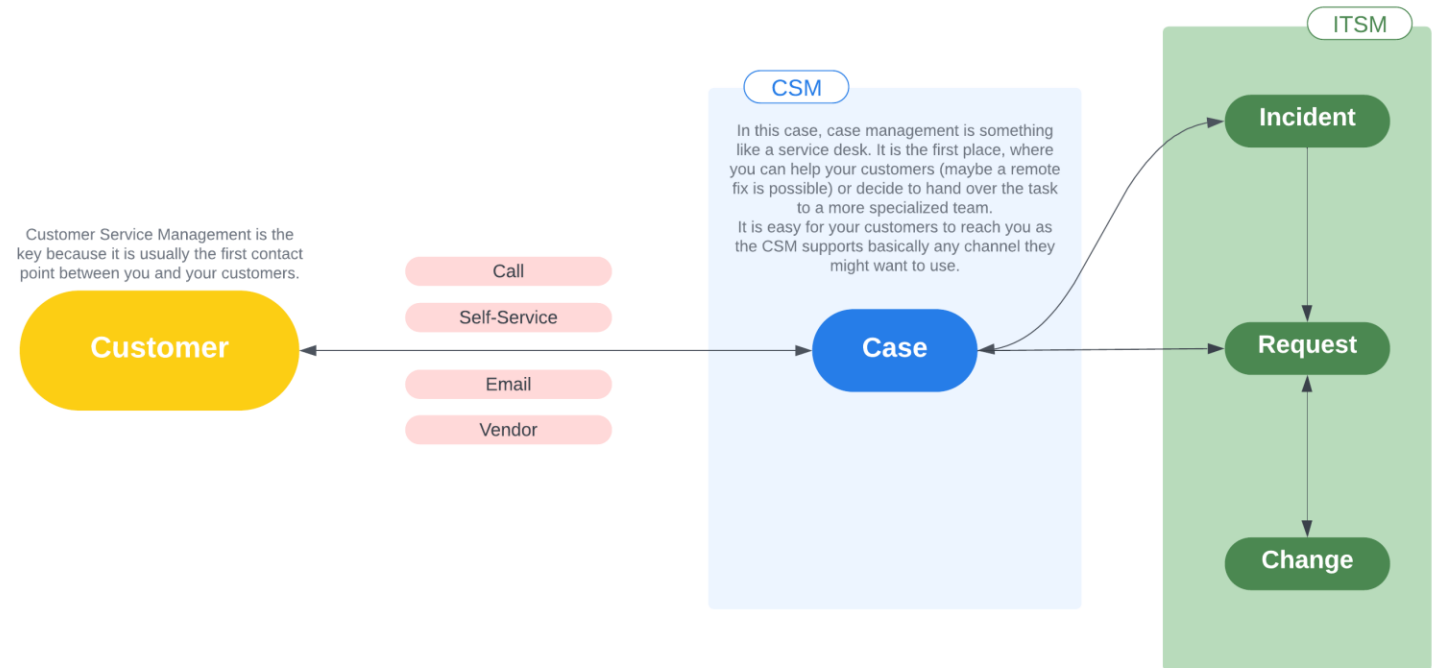


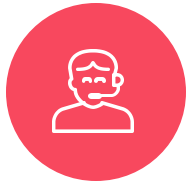
ServiceNow more than a ticket handling system

- Unified organization



Case as container





Customer Service Management **at GlobalConnect**

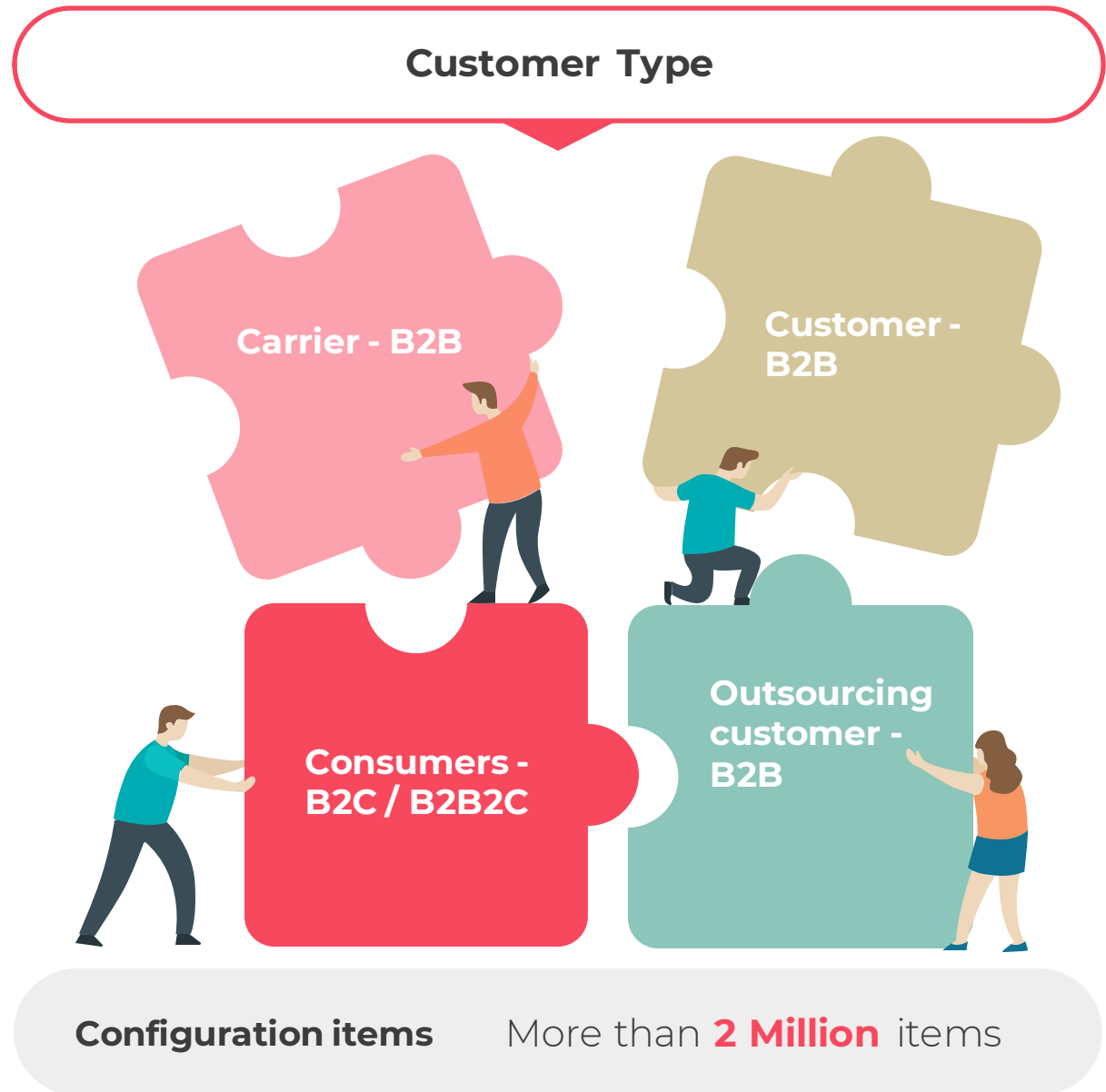


Gains

- KPI Improvement (SLA)
- Unified customer communication
- One Company (previously country divided)
- Departments outside ServiceNow wanted to join
- Easy to onboard new departments
- Better customer focus
- Split between internal and external process



Examples of how **CSM helped GlobalConnect**

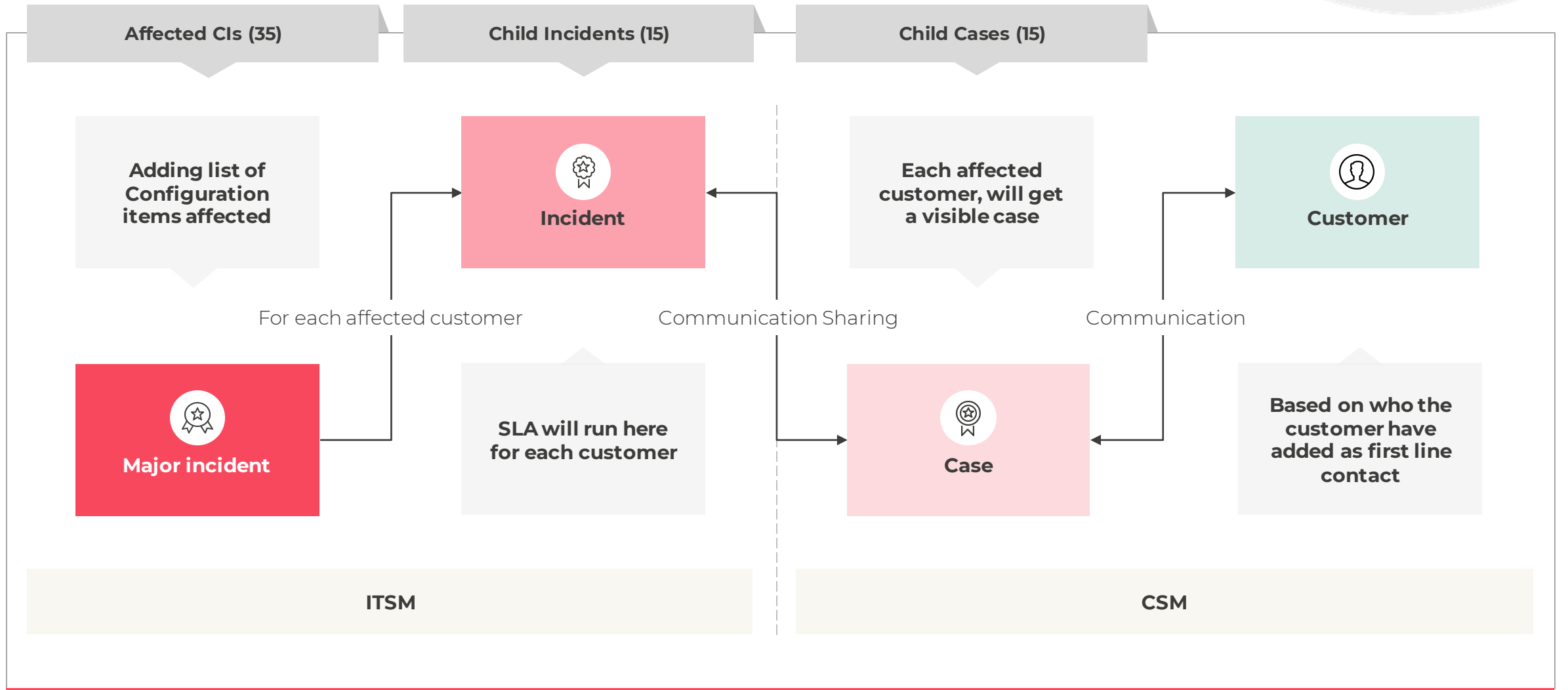




Examples of how
CSM & Devoteam
helped
GlobalConnect



- External process vs. internal process
 - Onboarding new entities
 - Automate Repetitive tasks
-





Examples of how **CSM & Devoteam** helped **GlobalConnect**



Channels (customization)

- Different email address (200+ GC mail addresses)
- New will be added
- Scalable

Mail to Case Attributes

* MailTo-Address	<input type="text" value="ServiceNow@"/>	<input type="button" value="🔗"/>	Category	<input type="text" value="Abuse"/>	▼
* ReplyTo-Address	<input type="text" value="ServiceNow@"/>		Subcategory	<input type="text" value="--None--"/>	▼
Assignment Group	<input type="text"/>	<input type="button" value="🔍"/>	Priority	<input type="text" value="2 - High"/>	▼
* Enterprise	<input type="text" value="Complaint (B2C)"/>	▼			



When hiring **consultants**



Ask the right questions

- › Experience in the domaine



Challenge the decisions

- › SiteService



Develop the relationship

- › Shared responsibility



Lessons **learned**



- Didn't invest enough time to understand / learn ServiceNow
- Perception: "Just another ITIL tool"
- Implement Remedy in ServiceNow
- Tend to forget ServiceNow is more than CSM / ITSM



- Importance of preparing the customer for the ServiceNow journey.
- Explain the CSM model.
- Understand GlobalConnect's "world view".
- Process alignment, before configuration.



Q&A



Thank you!