

Case Study 3: ServiceNow Dashboard Automation & Enhancements

Client

Enterprise ITSM Team (Freelance)

Challenge

The client needed to improve their ServiceNow backend workflows, dashboards, and reporting capabilities to track adoption and optimize automation.

Solution

- Configured ServiceNow Workspaces with real-time dashboards.
- Created trend analysis & adoption rate metrics.
- Improved automation dashboards to reduce manual reporting.
- Enhanced SNOW configurations for smoother backend workflows.

Results

- Better visibility into adoption & performance metrics.
- Improved productivity via automation in ServiceNow.
- Centralized dashboards enabled data-driven decision making.

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