

Unlock Potential Growth

Evora ServiceNow CSM Solution

200K

connected
healthcare
devices installed
worldwide

120K

service activities
managed each
month

1.2K

users providing
remote service
support

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Together with our great partner Evora IT Solutions, we transformed our processes on the ServiceNow platform. Another step in our journey to be ‘always on, always in touch’ with our customers.

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- Jochen Hostalka, Senior Vice President IT, Customer & Enterprise Services

Siemens Healthineers

Siemens Healthineers is a leading medical technology company that produces imaging and diagnostic devices for hospitals around the world.

Challenge

As healthcare goes virtual, Siemens was challenged by evolving customer expectations to deliver a seamless experience. They were bogged down by manual processes, distributed teams, and multiple systems.

Solution

Evora supported the development of a custom automated solution leveraging ServiceNow’s Customer Service Management (CSM). The solution focused on creating a smooth experience by automating core customer service processes and retiring several legacy systems. To make it easier for customers, business partners, and employees, Evora integrated a revamped service portfolio in order to roll out a single self-service portal with intelligent agents where hospitals and healthcare providers can access information, schedule maintenance, and interact with peers via online communities.

Result

Siemens is now able to implement new solutions and services far more quickly and service agents can deliver high-touch service that helps hospitals and healthcare providers focus their efforts on taking care of patients.