

Create Significant Value

Evora ServiceNow CSM & FSM Solution

“ We specifically partner for smart, digital dispatch of our global field force team as well as our new digital services like WeScan. We target for speed, precision, effectiveness, and a true digital experience for our customers. Evora is an important partner towards our target of a fully digital customer service experience!

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

Completely
automized
process — little
to no manual
involvement
required

Real-time
interaction of
customer and
third-party
provider

Structured report
automatically
sent on a
schedule

Siemens Healthineers

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

Challenge

Digital transformation in healthcare is becoming continuously vital, so Siemens started investing heavily in their digital service offerings. Siemens was already utilizing WeScan, a workforce-focused service offering that connects under-staffed hospitals with providers that can operate their medical equipment remotely. But the existing IT infrastructure was struggling to support these advanced automated services.

Solution

Evora supported the development of a custom automated solution integrating ServiceNow's Customer Service Management (CSM) and Field Service Management (FSM). The solution enables third-party service providers to maintain their skill profiles and availabilities in the platform. Hospitals can tap into this workforce pool and request to book resources on demand through Siemens' customer portal. Service providers can then assign requests and document rendered services in FSM.

Result

The result is a highly automated solution that handles the end-to-end WeScan service delivery process and creates significant value for Siemens, their partners, and their customers. Siemens is now able to efficiently deliver WeScan services to their customers. They can easily extend the solution to add additional workforce-focused service offerings to their portfolio. And they are able to use the implemented solution as a blueprint for future digital service offerings to shorten their time-to-market.