



# 67% reduction in resolution time through NOW mobile implementation for a leading fragrance company



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Truly, a great experience and knowledge displayed. ASPIRE team has evolved in many aspects strengthening due diligence and delivery skills. Great Experience working with them on NOW mobile implementation project



*IT Director at a leading privately owned fragrance & flavor company*

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*attention.  
always.*



## Challenge:

- *Implementation of multiple modules in a single system of record*
- *To make sure the business needs are met 100% to gain customer's satisfaction*
- *Implementation of the application for both fulfillers and requestors in ServiceNow New York release*
- *To propose and implement multiple solutions to make customers understand the application*

## Solution:

- *ServiceNow NOW Mobile.*

## Benefits:

- *67% reduction in resolution time*
- *52% increase in productivity of the fulfillers and requestors.*
- *33% faster approvals on the go*
- *Users can now approve even during their off-work hours*
- *38% cost savings in a shorter period of 60 days*
- *Single user management for Employees*

## About The Customer

Our Customer is the world's largest privately owned Fragrance and Flavor Company touching over 4 billion consumers several times a day, in more than 100+ markets.



## The Need

Our Customer wanted to have a single application to work with both requestors and fulfillers. Along with implementation of incident, change and assets in the instance, they also felt the need to have these modules implemented in the Mobile platform for both Android and iOS users. Further, there was an immediate need of modules for implementation within the Mobile platform such as business services, technical service reports, knowledge as a single system of record.

Customer was already a user of ServiceNow Classic mobile application but that had several limitations and had to be decommissioned. Moreover, they wanted to have applets of applications with the ability to approve, reject or cancel them with respect to each module. They also wanted the new application to favor the asset management application by introducing bar codes to tap in the assets for the fulfillers on the go. Through workshop sessions, we identified business cases specific to Field Service and Service Desk personnel.

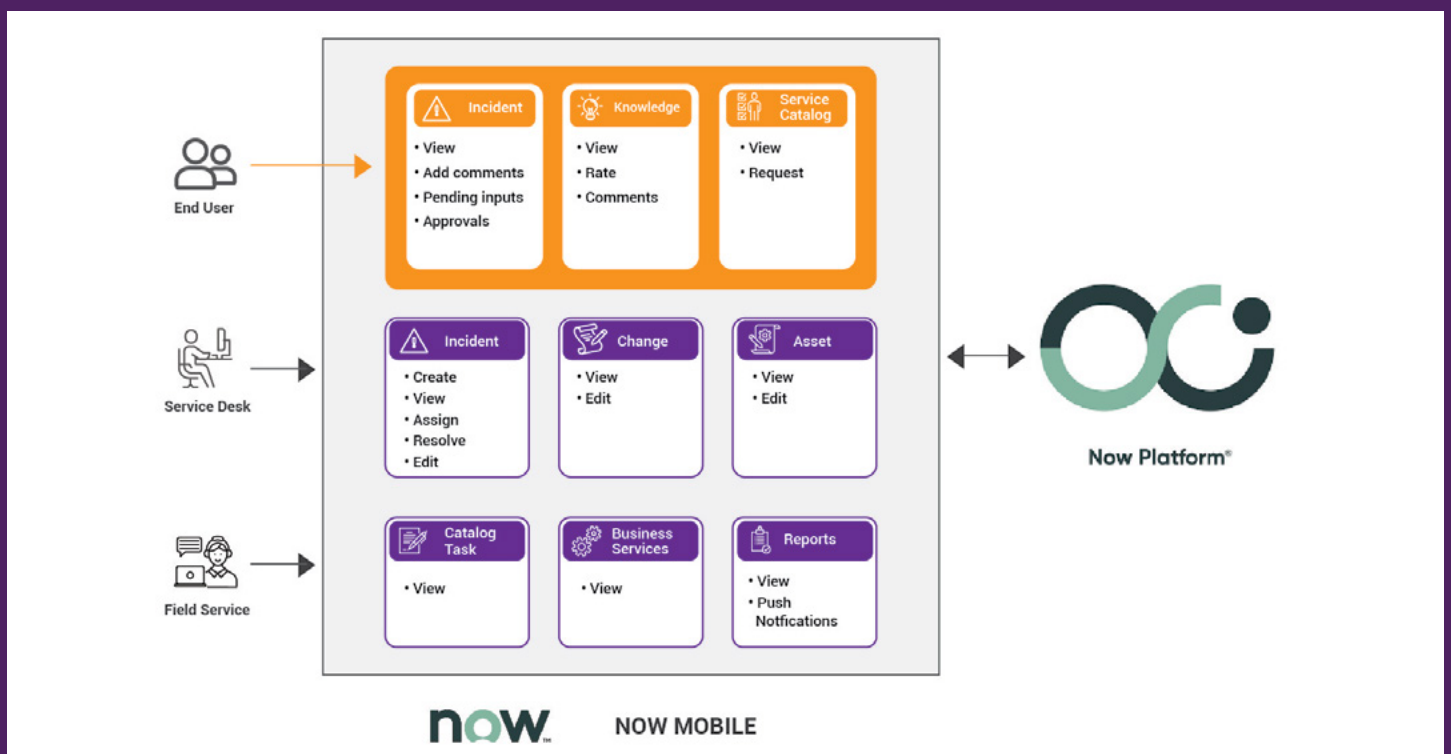


## Aspire's Solution

Aspire's team of ServiceNow experts quickly analyzed the requirements of the customer and scheduled workshop sessions with them. As the requirements were clear, we were able to deliver the following solution in a quicker time of 60 days in an effective manner.

### Solution in detail:

- Multiple workshop sessions for customers to know and understand the application.
- Streamlined Asset Management application with asset tags, which could be used to scan the tag and retrieve asset information from the database.
- Dedicated form designed for ITIL users using the application to have the best User experience.
- Dedicated Report tab for Managers, to fetch reports directly from the instance.
- Configured swipe function to perform swipe action- Use swipe function by tapping an item in a list and swiping to the left or right.





## About Aspire



Aspire Systems is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise. Our core philosophy of "Attention. Always." communicates our belief in lavishing care and attention on our customer and employees.

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