



Ease of Timesheet Submission with ServiceNow for a major Hotelier in the U.S.

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With ServiceNow Timesheet solutions, our managers were able to make approvals on the go. Aspire's role in migrating to ServiceNow platform was significant.

- Head of IT in customer's company

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Challenges:

- *Using External Standalone System for Timesheet Management*
- *Unable to Recall the timesheet once submitted*
- *Unable to generate reports including Scheduled reports*
- *No reminder for employees to submit timesheet.*

Solution:

- *Time sheet Management within the ServiceNow Portal*
- *Use of timesheet is made possible with the ServiceNow Mobile Application (Android & ios) to facilitate on the go approval for managers in the mobile platform.*

Results:

- *Able to recall the time sheet once submitted before the manager's approval*
- *More user friendly portal and ease of report generation*

About The Customer

Our customer is a US-based vacation-ownership company with global presence based out of Orlando, Florida. The customer is featured as a market developer and operates a portfolio of high-quality, shared-ownership properties in luxurious vacation and urban destinations. Our customer provides exclusive services for about 320,000 Club Members around the world.

The Need

The customer was using many Modules with ServiceNow such as Request management, Change management, PPM which was implemented by Aspire systems in recent years. But, Time Sheet Management Module was managed through an external standalone portal named Clarity. Consequently, there was a constant delay and inconvenience in submitting the timesheet.

The customer had faced following issues in timesheet:

- As on a day-to-day basis the zero hour submission was done without any system of action.
- This tendency led to a gap in productivity tracking and resulted in rampant loss of pay for the employees.
- In response to this, employees changed the timesheet hour details after the approval which lacked authenticity in timesheet submission. Moreover, there wasn't any reminder or alert set for the users to fill the timesheet on time.

Solution to address the above problem is as follows:

WebInspect, Fortify, UFT, Automic and so on.



Aspire's Solution

Development of a custom Timesheet module within ServiceNow module, where customers use timesheet along with other existing workflows (change management, request management, PPM). Integration of Timesheet module in ServiceNow Mobile Application. The mobile application helped to facilitate approval on the go by the managers. Retrofitting of attributes and fields in the ServiceNow Timesheet Solution from the existing portal and overcome the delays and inconvenience.

Solution in detail

1. The Existing portal had lot of performance issues, this was optimized through ServiceNow Timesheet Solution, which improved the user experience.
2. Opened-up new avenues in Scheduled Report generation for a specific period of time through ServiceNow Portal.

Benefits



260 work hours saved in a month with the ServiceNow Timesheet.



33 percent increase in employee productivity



The migration to ServiceNow Portal was smooth and existing user didn't feel any issues in using the new **ServiceNow Timesheet solution portal**.



Automation of timesheet process within ServiceNow helped **save time and eased the business workflow**.



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For more info contact: info@aspire.com or visit www.aspiresys.com

NORTH AMERICA
+1 630 368 0970

POLAND
+44 203 170 6115

INDIA
+91 44 6740 4000

MIDDLE EAST
+971 50 658 8831

EUROPE
+44 203 170 6115

SINGAPORE
+65 3163 3050