

Government Agency Streamlines Help Desk Support with ServiceNow CSM

Go-Live in Less
Than 4 Months

1

Comprehensive,
Centralized
End-User Support

2

Modernized Case
Management
with Workflow
Automation

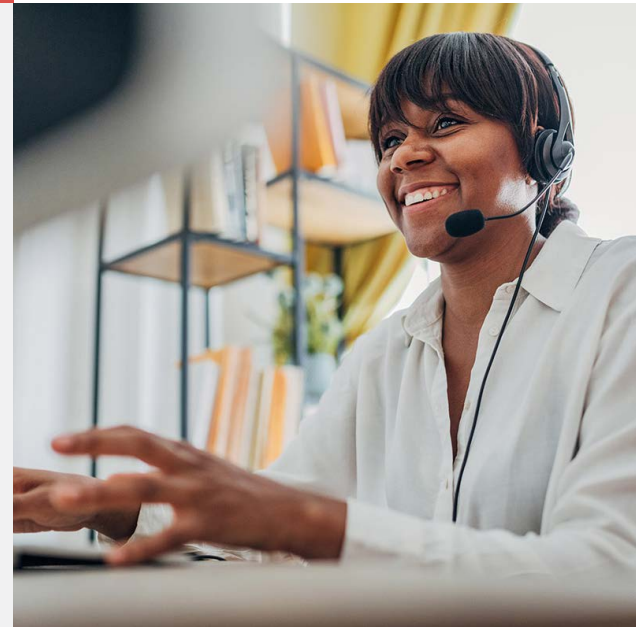
3



THE CLIENT

HR and Training Solutions at a State Level

This government agency provides a learning management system that offers support for eligible employees at a state level. With over 40,000 users in its system, it empowers employees with the education they need to thrive both professionally and personally.



THE CHALLENGE

From Manual End-User Service to a Comprehensive Support Center

Before implementing [ServiceNow CSM with Cask](#), the agency’s team was manually managing highly complex service requests. Its small but determined team relied on emails and phone calls to resolve issues, but workflows were easily interrupted or confused. “We spent a lot of time just sorting through and managing requests,” says the client. “Our solutions were archaic, with nothing to support our case management. We didn’t really have a help desk.”

Calls and emails were not offering the seamless, quick customer service that employees needed. They also weren’t enabling operations to be as efficient as the team knew they could be. With that being the case, another agency recommended ServiceNow Customer Service Management (CSM) for its actionable case management capabilities. Little did the agency’s team know that they would not only revolutionize their customer support solutions but also find a long-term partnership in Cask.

THE SOLUTION

Transparent, Results-Driven Project and Change Management

Cask brought best practices based on deep expertise and experience in the customer service management field. This enabled staff to reimagine their approach and confront customer and employee pain points.

Strategically, Cask walked the team through each step of the case management process with clear



documentation, timelines, and weekly meetings. Offering roadmapping and forecasting, they did more than just implement ServiceNow CSM: They taught operations how to use it themselves, utilizing its newest evolutions to expand case usage, enhance change management initiatives, streamline case management efforts, and deliver desired results—all while staying within a strict budget. Cask didn't simply implement a solution: They empowered the team with the secret behind improved processes and support.

As a result, the government agency has dramatically streamlined its case management workflows. Now, when a user needs help, they know exactly what to do: enter the portal and ask questions, submit a case, and get their problems resolved quickly. Internally, the team also knows how to assign requests most efficiently, providing customers with fast, accurate resolution.

THE PARTNER EXPERIENCE

A Trusted Partnership

The agency's openness to Cask's expertise set them up for success from the start. Beyond deep expertise and technical knowledge of ServiceNow, the Cask team offered something unique: transparent, easy, and strategic change management—throughout every step of the process.



On top of the seamless technical and strategic experiences the client has had with Cask, they cite the team's culture as the best part of working with them. "They are amazing people to work with. Every moment I've spent working with Cask has been phenomenal. If I had to choose just one phrase to describe them, it would be 'above and beyond.'"

What's Next?

Looking forward, the team is ready to dive into more ServiceNow initiatives and expand their offerings. Cask isn't a one-off consultant for the government agency: They have become a trusted, long-term partner. "I will always choose to work with Cask for the ServiceNow support we need," the agency says.



What Is Your Favorite Part about Working with Cask?

“The people. They are phenomenal people to work with and great people to be around. It never felt like a drag to work with them. Cask always showed concern for us and the project; we could not have asked for more.”



Let's Innovate Together

ServiceNow is a powerful platform, but using it to drive digital transformation requires a partner who not only brings years of experience but also knows how to support your team.

Curious about the possibilities of CSM in ServiceNow?

Contact us at cs@casknx.com.

Learn more at [Cask ServiceNow Customer Service Management](#).

Browse more helpful CSM resources in our [article and ebook library](#).