



NCSU Modernizes HR and Business Processes with ServiceNow ITSM Virtual Agent, Increasing Visibility and Cases by Over 150%

150% Increase in Cases, Leading to Greater Visibility

1

Complete Roadmap through Phase 4 Planned

2

Out-of-Box HR Essentials Implemented

3

THE CLIENT

Educating Students through Ground-Breaking Research

North Carolina State University (NCSU) is the largest university in the Carolinas. Founded in 1887 and located in Raleigh, North Carolina, the public research university educates over 34,000 students, offering more than 100 undergraduate majors and over 200 master's and doctoral programs, as well as innovative research opportunities.



THE CHALLENGE

Outdated Business Processes Lacking Dynamic Abilities

In 2017, NCSU lacked the modern business model it needed to provide dynamic solutions and gain visibility into its processes. They brought on ServiceNow ITSM to provide the foundation they needed to modernize at scale. "It was the perfect opportunity to say, 'Let's start doing this,'" says Ryan Bernarduci, director of HR information management and analytics at NCSU. "We were ready to focus on ServiceNow and get the MVP version of the platform to achieve what we needed."

Among NCSU's most important priorities were building out a service center and reducing the everyday emergencies consultants faced. When the HR department specifically needed a partner to help with ServiceNow, it wasn't immediately clear they were going to work with Cask, even though the team was already on campus.

"I wanted to research partners before diving in," says Bernarduci. "But once I met with Cask, I was blown away. Interactions with the team were amazing from the beginning. They understood our goals and took the blindfold away quickly, showing us exactly what our results could look like. They had us hooked immediately."



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- Ryan Bernarduci,
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North Carolina State University

THE SOLUTION

Providing Visibility and Support with ServiceNow ITSM

Beyond simply implementing a system, Cask worked with the HR department to fully understand the change management process, pulling the hood back to provide sufficient visibility into its needs and challenges.

“Now, anything related to HR functions, there’s a process there,” Bernarduci says. “Our relationship with Cask has been much more than just ‘Help me implement this.’ They’ve helped us with everything from change management to roadmapping, even going so far as to prepare us for how solutions could grow over time.”

Best of all, the NCSU team has far greater visibility into its end users’ needs. Before, they had little insight into how users needed support—let alone how to best provide it to them. Manually sorting through emails and Excel files to track requests meant resolution was error-prone and slow, putting case resolution quality and accuracy at great risk.

Working with Cask to implement ServiceNow, NCSU can now offer users a faster, easier, and more reliable way to submit requests while being able to have full confidence that requests will be resolved in a timely and accurate manner.

“Although we haven’t even formally launched HR NOW yet, our cases are already skyrocketing,” says Bernarduci. “They have increased by 150%, allowing us the essential process visibility we needed to track progress and provide excellent experiences.”

Adapting from manual, labor-intensive, error-prone processes to automated results, NCSU has prevented requests from falling through the cracks, providing better experiences for users and staff.



THE PARTNER EXPERIENCE

Balancing the Human Piece and Technology

As a university supporting tens of thousands of students, NCSU must strike a balance between providing both the human side and sufficient technology. “Our goal here at NCSU is to provide more solutions and opportunities to people, not take things away from users,” Bernarduci says. “Because of this, we need to plan ahead for our long-term goals. With Cask, we’ve planned everything out through phase four, which will involve moving past the HR department and including project management.”

WHAT’S NEXT

With its roadmap in place and HR essentials implemented, NCSU is looking forward to centralizing its departments under one solution. “We want to move this beyond the HR department to consolidate everything under one umbrella tool,” says Benarduci. “Next steps are to refine and make sure that everything we have in place looks great so we can connect all of the colleges to what we’re doing centrally.” Their baselines have been defined; now it’s time for the official launch to provide support to all end users in need.

What Is Your Favorite Part about Working with Cask?

“Their sense of humor. We all get along very well. Even when things go sideways, there’s always a way to laugh about it and fix it. They have a way of putting us all at ease.”

- Ryan Bernarduci, Director of HR Information Management and Analytics, North Carolina State University



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 ITSM in ServiceNow?

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