



Western Governors University Surpasses Employee Service Management Goals, Exceeding 89% ServiceNow Engagement

Over 89% Employee Engagement in ServiceNow

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Comprehensive Change Management Support

2

Modernized, Scalable Employee Service Management

3

THE CLIENT

Affordable Education on the Student's Timeline

[Western Governors University](#) (WGU) is an online, nonprofit university that offers affordable education programs to over 100,000 students across the US. Based in Millcreek, Utah, the university offers a competency-based learning model, in which students demonstrate their knowledge repeatedly throughout a course with continuous feedback from professors.



THE CHALLENGE

Rapid Growth without Solution Scalability

Before working with Cask, WGU had only used ServiceNow as part of service desk support. However, as a result of dramatic increases in hiring and growth over the past few years, they needed an HR service delivery platform that would scale with them and allow for streamlining workflows and processes.

Not only did existing technology solutions not scale, but underlying processes were also confusing and inefficient.

"We worked with Cask to implement the Employee Center portal because our users didn't know where to go to find necessary information. It was especially challenging to get new hires up and running during onboarding," says Denise Granquist, project manager at WGU.

"Now, there's one starting place for them to go and find any resources or answers they need. Small things like that have made a huge difference in how our team works and how we engage with our employees."



Working with Cask has been great. They're very available, and I feel comfortable having tough conversations with them. They're open to talking through any roadblocks we've had. The team even joined a call from 2 to 5 a.m. one night to make sure our implementation went smoothly. They truly embody amazing service."

- Denise Granquist,
Project Manager at
Western Governors University

THE SOLUTION

Overcoming Resistance with Big-Picture Change Management

For WGU, gaining end-user support was just as essential as implementing the ServiceNow technology itself. They needed their employees to be comfortable with using ServiceNow in their daily routines.

“We had some internal resistance at the beginning of our implementation,” says Granquist. “Cask helped us with big-picture adoption support like training materials, branding, communication, and change management advice, all of which helped us to get buy-in from across the organization.”

After working with Cask to pave a smooth path toward user adoption, they’ve reached the highest engagement they’ve ever recorded, with 89 % of 7,640 users actively using the system.

“Because of our change management success for the Employee Center, other departments want to get involved now,” Granquist says. “We’re planning on building an entire roadmap across the university. People are excited about the efficiencies they can see and the greater visibility they have because of the work Cask did with ServiceNow.”



WHAT'S NEXT

Enhancing Solutions with Long-Term Partner Support

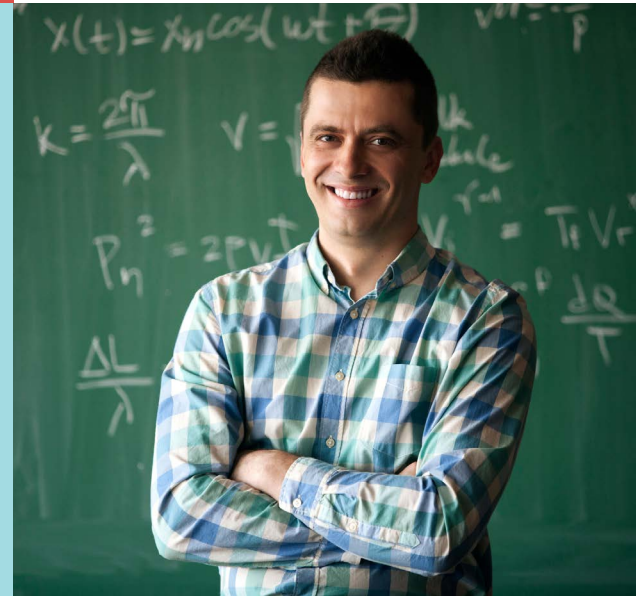
Looking forward, Granquist and her team are eager to apply their knowledge and success to the rest of the departments at WGU. “We’ve just started scoping out phase two and looking into enhancing what we’ve started,” she says. “After years of considering building out ServiceNow to the HR side of the university, we finally feel like we can handle it because of Cask.”

As they roll out features and develop their solutions, they’re just as excited to continue working with Cask through it all. Despite internal challenges, Cask has remained focused on objectives at every step of the project. “As a whole, working with Cask has been great. They’re very available, and I feel comfortable having tough conversations with them,” says Granquist. “The team even joined a call from 2 to 5 a.m. one night to make sure our implementation went smoothly. They truly embody amazing service.”



What Is Your Favorite Part about Working with Cask?

“Our weekly coffee chats. We have that personal, friendship kind of relationship. It always feels like we are meeting with our friends. During the project, I looked forward to talking to Cask every single week. It was one of the highlights of my day!”



Let's Innovate Together!

ServiceNow is a powerful platform, but using it to drive digital transformation requires a partner who not only brings deep product expertise but also has the experience to guide you on how to best put the technology to work for you.

Let's talk ServiceNow HR Service Management: cs@casknx.com.

Other Helpful Resources

If interested in learning more about how Cask can help you deliver a big win with ServiceNow HR Service Delivery, visit Casknx.com/HRSD.

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