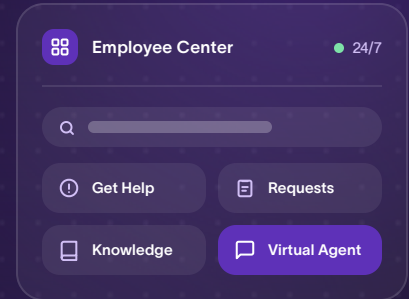


● Veterinary Emergency Care Organization

From Fragmented Service Processes to a Common Enterprise Service Model

How a rapidly growing emergency-care organization consolidated service operations on ServiceNow and built a foundation for enterprise-wide self-service.



CUSTOMER

Veterinary Emergency Care Organization

INDUSTRY

Emergency Veterinary Care

SCALE

100+ U.S. locations, open 24/7

SERVICENOW

ITSM, Employee Center, Virtual Agent, Knowledge Management, Asset & Configuration Management, Integrations

THE CHALLENGE

Fragmented Processes, Legacy Data, and Disconnected Systems

The organization was transitioning from legacy platforms to ServiceNow. The program involved consolidating ITSM processes while migrating legacy data and knowledge, connecting business systems, and establishing a consistent employee experience.

~10,000

Legacy records to migrate into ServiceNow

1,500

Knowledge documents to move from Google Drive

- ✓ Replace fragmented Incident, Major Incident, Problem, Change, Request, Service Catalog, and Asset and Configuration Management processes
- ✓ Create a centralized Employee Center and self-service experience supported by Virtual Agent
- ✓ Connect ServiceNow with Google Drive, Workday, Monday.com, GitHub, FedEx, and Champ Intune
- ✓ Establish the foundation for AI Search, Virtual Agent, and Now Assist

THE SOLUTION

Building the ServiceNow Foundation around a Common Service Model

NewRocket partnered with business and technology stakeholders to define the future-state service model and implement the ServiceNow foundation alongside migration, integrations, training, and organizational readiness.

THE RESULTS

A Common Service Model and a Foundation for Self-Service

The engagement established a common ServiceNow service model and addressed operational issues that affected implementation readiness.

FASTER KNOWLEDGE MIGRATION

~5 articles / hr

completed with a hybrid migration approach, compared with 4 per hour under a fully factory-driven approach.

- ✓ **A more usable employee portal.** Client stakeholders described the self-service portal as highly functional and visually impressive.
- ✓ **Resolved implementation blockers.** Technical troubleshooting stabilized the UAT and test environments and addressed critical configuration, access, and integration issues.
- ✓ **More reliable change approvals.** Approval configuration was corrected to ensure CAB approvals were triggered even when a checkbox was missed.
- ✓ **A structured foundation for self-service.** Native ServiceNow Knowledge, Employee Center, and Virtual Agent created the basis for a more centralized employee service experience.

Can Your Service Model Scale Without Carrying Fragmented Processes Forward?

See how NewRocket brings ServiceNow design, migration, integrations, training, and organizational readiness together to establish a common service model as organizations grow.

[Talk to NewRocket →](#)newrocket.com/contact