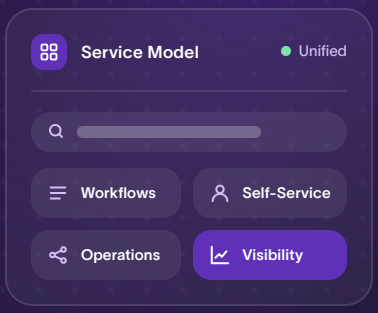
Telecommunications Provider

From Fragmented Service Delivery to a Standardized Enterprise Service Model

How a telecommunications provider partnered with NewRocket to standardize service delivery, strengthen employee self-service, and create a scalable foundation for growth.



CUSTOMER	INDUSTRY	LOCATION	SERVICENOW
Telecommunications Provider	Telecommunications & Technology Services	United States	Enterprise Service Management

THE CUSTOMER

A Growing Provider Serving a Geographically Dispersed Market

A telecommunications provider serving businesses of all sizes across remote, challenging terrain, with solutions supporting energy, healthcare, education, finance, government, and transportation. As it grew, it needed a more consistent enterprise service model.

THE CHALLENGE

Fragmented Service Delivery across Teams

Service delivery had become fragmented across teams, creating inconsistent practices and service experiences across the organization. It needed:

- A **common approach to service delivery**, not isolated team improvements
- **Stronger employee self-service** for accessing services and support
- **Greater operational visibility** for better-informed leadership decisions
- An **enterprise model that could scale** as the organization evolved

THE SOLUTION

Building a Common Enterprise Service Model

NewRocket partnered with the organization to define and implement a standardized **Enterprise Service Management model**, using ServiceNow to bring service delivery together around a common operating approach.

WHAT NEWROCKET DELIVERED

01 Standardized Service Delivery
Aligned service delivery across teams around common enterprise workflows to reduce variation in how services were managed.

02 Built Stronger Self-Service
Established stronger self-service foundations to create more consistent ways for employees to access services and support.

03 Connected Service Operations
Service operations were unified around a common ServiceNow platform, giving teams a shared foundation while increasing operational visibility for leadership.

04 Designed Beyond the Immediate Need
The approach moved beyond individual service improvements to establish an enterprise model that could support future growth and transformation.

THE RESULTS

A More Consistent Enterprise Service Model, Built to Scale

The engagement resulted in a more consistent enterprise service model, with documented outcomes including:

THE FOUNDATION

A scalable ESM foundation

for continued growth and transformation, on a common ServiceNow platform.

- **More consistent service delivery** across teams.
- **Improved employee experiences** through more consistent service interactions.
- **Better-informed operational decision-making** across service operations.
- **Reduced fragmentation** between service teams and experiences.
- **Greater operational visibility** for leadership.

Ready to Build a More Consistent Enterprise Service Model?

See how NewRocket helps organizations bring fragmented service operations together, strengthen employee experiences, and build ServiceNow foundations that can scale with the business.

Talk to NewRocket →

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