

A VIVIDCHARTS CASE STUDY

How Nestlé's ServiceNow Factory Team Eliminated Hundreds of Hours of Manual Reporting

Real-time visibility. Zero manual updates.

CLIENT SNAPSHOT — THE BACKGROUND

Nestlé is a ServiceNow powerhouse supporting ~300,000 employees across 185 countries. Gourab Kahali is Product Owner for both the ServiceNow Platform and VividCharts, also serving as Platform Architect. Tatiana Linevich leads PMO & Release processes for the Factory Development Team — supporting 50 product owners delivering project work while managing instance operations, upgrades, and release scheduling.

When ServiceNow introduced CWM, Gourab and Tatiana saw an opportunity to streamline Factory Team operations and provide real-time visibility for product owners and leadership. Getting started was fast — rolling out boards for project work, upgrades, deployments, and enhancement requests.

Getting started with CWM was fast and easy, rolling out different boards for managing project work, upgrades and deployments across their environments, and to take in and assess enhancement requests. The flexibility within CWM to add new columns relevant for the various types of work being managed was crucial.

The Reporting Challenge

Before CWM, the Factory Team managed work in spreadsheets and reported weekly via Excel and PowerPoint. When they moved to ServiceNow CWM, they hit roadblocks — key datapoints were inaccessible and the format wasn't right for product owners or leadership.

Key Pain Points

Manual weekly updates —

Spreadsheets and PPT required constant updates with PMs having to maintain 3 different reports with the same information

CWM data inaccessible —

CWM data was not accessible in standard ServiceNow reporting and CWM reference fields do not allow standard dot-walking

No real-time visibility —

Leadership and product owners had no live view into project states or timelines.

Task type	Description	Assigned to	Description	Project etc.	Stage	Start date	End date	Risk Level	Budget	Budget Pct.	Budget Var.
Project 1	Test User A...	Test User A...	Achievements and...	Completed	Completed	06-01-2025	10-31-2025	Low	No risk, enough P...	63000	40000
Project 2	Test User A...	Test User A...	Achievements and...	Completed	Completed	06-01-2025	10-31-2025	Low	No risk, enough P...	20000	15000
Project 3	Test User A...	Test User A...	Achievements and...	Completed	Completed	10-01-2025	10-31-2025	Low	No risk, enough P...	30000	0
Project 4	Test User A...	Test User A...	Achievements and...	Completed	Completed	17-01-2025	20-06-2025	Low	No budget risk	70000	45000
Project 5	Test User A...	Test User A...	Achievements and...	Completed	Completed	10-01-2025	10-01-2025	None	None	30000	30000
Project 6	Test User A...	Test User A...	Achievements and...	Completed	Completed	01-06-2024	10-12-2027	Low	Overused on use...	30000	15000
Project 7	Test User A...	Test User A...	Achievements and...	Completed	Completed	01-01-2025	10-31-2025	Low	Budget consumpti...	90000	78000
Project 8	Test User A...	Test User A...	Achievements and...	Completed	Completed	17-06-0022	16-12-2025	Medium	No budget risk fr...	63000	24343
Project 9	Test User A...	Test User A...	Achievements and...	Completed	Completed	01-01-2025	20-10-2025	High	consumption over...	10000	50000
Project 10	Test User A...	Test User A...	Achievements and...	Completed	None	08-01-2025	20-10-2025	High	No budget risk em...	20000	20000
Project 11	Test User A...	Test User A...	Achievements and...	Completed	Completed	01-01-2025	10-12-2025	High	New P2 with add...	20000	142144
Project 12	Test User A...	Test User A...	Achievements and...	Completed	None	01-07-2025	10-12-2025	Low	No budget risk -...	17213	41554

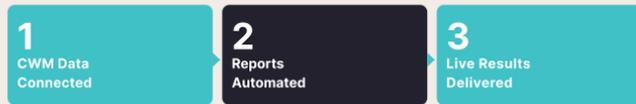
CWM boards — project work, upgrades & enhancements

Enter VividCharts

Nestlé was already using VividCharts across their platform. Gourab knew it could deliver the reports Tatiana needed — matching the Excel and PPT format, but powered by live CWM data.

VividCharts traversed the flexible CWM structure, including reference fields where dot-walking is unavailable in standard reporting — a critical unlock. The result: a real-time slide deck with roadmap visuals and project charts, each linking through to full status reports shareable with any stakeholder.

How It Works



KEY DIFFERENTIATOR

VividCharts unlocks CWM reference fields standard ServiceNow reporting cannot reach via dot-walking — no other tool can do this.

ServiceNow Factory Projects Overview

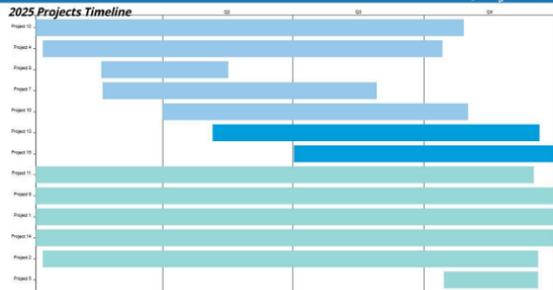


Fig 2: Roadmap — live CWM data, auto-updated with clickthrough to Fig 3

ServiceNow Factory Projects - PMO meeting

Project name	Assignee	Project date
Project 8	Test User APPL Owner	14-12-2023
Project 10	Test 1 Resource (SL_username_username_123@rediff.com)	14-12-2023
Project 15	Test User APPL Owner	14-12-2023
Project 16	Test User APPL Owner	14-12-2023

Project name	Start date	End date
Project 10	14-12-2023	14-12-2023
Project 10	14-09-2023	14-09-2023

Project name	Start date	End date
Project 10	01-07-2023	31-12-2023
Project 11	17-08-2022	18-12-2023

Project name	Start date	Go Live	Project date	Assignee
Project 9	24-10-2023	24-10-2023	green	Test 1 Resource (SL_username_username_123@rediff.com)
Project 8	16-09-2023	01-12-2023	red	Test User APPL Owner
Project 5	19-10-2023	19-10-2023	green	Test User APPL Owner
Project 2	19-10-2023	01-01-2023	green	Test User APPL Owner
Project 10	24-10-2023	18-11-2023	orange	Test User APPL Owner
Project 11	19-10-2023	08-10-2023	green	Test User APPL Owner

Fig 1: PMO meeting deck with go-lives, POCs, etc.

Project 1

Project Manager: Test User APPL Owner | **Project Group:** IT

Level: Lead | **Business Application:** Business Application

Project Overview: Pending → Open → **Work in Progress** → Closed → Complete

Project overview: Key information and description

Stage: Pending

Budget: Plan P10, Spend, Remaining, Forecast

Actual	200,000	200,000	120,000	800,000
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Quality: No pending defects

Schedule: Start Milestone: 01-10-2023, End Milestone: 01-10-2023

Additional key information and description: Addendums and completion items, Risk management overview, Development for 100A & B ongoing, New items, Quarterly Review & Development, Quarterly Review & testing, Plans, List of key operations implement program team logs.

Timeline: Gantt chart showing project progress from 2023 to 2024.

Fig 3: Status Report — live CWM data including data from CWM board specific reference fields

100s of Hours

Saved across the PM
team annually

0

Manual Excel/PPT
updates needed

Real-Time

Visibility for 50+
Product Owners &
Nestlé Leadership

Through CWM and VividCharts automated reporting, the Nestlé Factory Team operates with far greater efficiency and transparency. Project managers are saving hundreds of hours annually — no more manual Excel and PPT updates. Product Owners and Nestlé leadership love the consistency and real-time accessibility of reporting.

“ *Our PMO team is gaining back valuable time and Nestlé Product Owners and leadership are getting an opportunity to draw valuable insights with the consistency and real-time accessibility of the reporting.*” - *Tatiana Linevich, Program and Release Manager*

READY TO TRANSFORM YOUR SERVICENOW REPORTING?

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