Wolseley's Lightning-Fast From

servicenow To **HALOITSM**

10 Weeks, Zero Downtime, Infinite Gains

✦ **Delivered 2 Weeks Early** | ✦ **15% Faster Support** | ✦ **100% Happier Teams.**

"Implementation was, dare I say, really easy. It was not like other stuff we've done. Halo was almost straight out of the box. It's a no-code, low-code customisation."

— James Crotty, Service Desk Manager, Wolseley UK

At a Glance

Industry: Manufacturing & Automotive, Retail

Tool: ServiceNow to HaloITSM

Services: Platform Implementation & ITSM Transformation

Challenges:

✦ Global ServiceNow setup restricting local flexibility

✦ Complex, slow change process (weeks to make simple updates)

✦ Tight 10-week migration timeline post-demerger

✦ Needed multi-department support and chatbot integration

Solution: Migration from ServiceNow to HaloITSM with expert configuration, low-code workflows, and self-service portal setup.

Results:

8 **Weeks,** Complete rollout (2 weeks ahead of schedule)

15% **reduction** in onboarding time

250+ **agents** supported across multiple departments

95%+ **customer satisfaction**

Meet Wolseley UK

Wolseley UK is one of the country's leading specialist merchants in plumbing, heating, cooling, and infrastructure. With over **600 branches nationwide** and **5,000+ employees**, Wolseley supports a vast network of tradespeople and contractors through trusted brands such as **Plumb Center, Climate Center,** and **Pipe Center.**

Following a corporate demerger from its former parent company, Ferguson, Wolseley's IT team needed to regain **control, agility,** and **speed**, and a new ITSM platform was the key.

Key Challenges

- **Global Lock-In:** The inherited ServiceNow setup was part of a global environment, limiting local autonomy.
- **Slow Change Cycles:** Even simple self-service updates required external assistance and lengthy approvals.
- **Tight Timelines:** The team had just 10 weeks to stand up a new ITSM platform before the ServiceNow contract expired.
- **Scalability Needs:** The new solution had to serve 250+ agents across multiple departments and include chatbot functionality to assist frontline teams.

"It would take days, weeks, months sometimes to do a simple form change on self-service. It was really holding us back."

— James Crotty, Service Desk Manager, Wolseley UK

Why Wolseley Chose HaloITSM + Expert Implementation Services

After evaluating multiple platforms, **HaloITSM** was selected for its **clean interface**, **modular design, and no-code customisation capabilities.** But the true differentiator came from **expert implementation services,** ensuring Halo's potential was realised **faster and smarter.**

The implementation team partnered closely with Wolseley to:

✦ Translate ServiceNow workflows into simplified Halo processes

✦ Build an intuitive self-service portal with automation and chatbots

✦ Provide admin training for long-term self-sufficiency

✦ Deliver full migration **two weeks ahead of schedule**

The implementation team partnered closely with Wolseley to:

At **saasgenie**, we've seen this story play out time and again: the difference between a smooth, on-time ITSM rollout and one that derails often comes down to **expert implementation.**

Wolseley's success is proof that when the right platform meets the right delivery approach, transformation becomes fast, scalable, and frustration-free.

Our experience across thousands of ITSM projects shows that:

✦   **Early discovery and data alignment drive predictable outcomes.**

✦   **Low-code and AI-powered workflows accelerate time-to-value.**

✦   **Enablement-first delivery ensures teams stay self-sufficient long after go-live.**

Whether you're migrating from ServiceNow, implementing HaloITSM, or modernising your setup saasgenie's migration and implementation experts help you deliver results like Wolseley's: fast, flawless, and future-ready.

Ready to Accelerate Your ITSM Transformation?
Let's turn your next IT project into a success story worth telling.

Book a Free Consultation

Connect with saasgenie's certified implementation team.

The Starting Point

Operating under Ferguson's global ServiceNow environment left Wolseley with limited flexibility and high costs. Even routine form changes or workflow tweaks were dependent on global approvals and third-party developers.

The IT team needed:

✦ **Autonomy** to configure and iterate quickly

✦ **A single self-service portal** for all support functions

✦ **Low-code agility** to meet dynamic business needs

The Strategic Approach: From Complexity to Control

✦ **Discovery & Analysis**
Mapped ServiceNow processes and identified dependencies that slowed configuration.

✦ **Rapid Platform Configuration**
Leveraged Halo's no-code framework to replicate workflows and automate approvals.

✦ **Self-Service Portal Launch**
Developed a unified portal featuring live chat, AI chatbot, and automation for approvals and requests.

✦ **Knowledge Transfer**
Trained internal admins to manage workflows independently, reducing reliance on external teams.

✦ **Cross-Department Expansion**
After IT's success, Finance, HR, and Distribution Centre teams were onboarded using shared frameworks and best practices.

The Transformation

Post-Implementation Wins:

- **Fastest Migration Yet:** Completed two weeks ahead of deadline, cutting rollout time by 20%.
- **Enhanced Efficiency:** 15% increase in live chat usage enabled staff to resolve issues while serving customers.
- **Broader Adoption:** Finance, HR, and DC helpdesks now leverage Halo's unified portal.
- **Higher Satisfaction:** Customer feedback scores reached 95%+ across all channels.
- **Empowered Admins:** Internal IT team now owns configurations — no more vendor dependency.

"People on the trade counters and branches are able to carry on serving their customers whilst having a quick chat with us.

— Mark Abbott, Service Operations Manager, Wolseley UK

Before vs. After Expert Implementation

Before	After
Global ServiceNow setup limiting flexibility	Independent, agile Halo environment
Weeks to make workflow updates	Real-time admin control and rapid iteration
High cost and complex vendor dependency	Simplified, low-code configuration
Limited service visibility	Unified portal and centralized reporting
IT-only support model	Extended to Finance, HR, and DC departments

The Results in Numbers

✦ Implementation completed in just 8 weeks — 2 weeks ahead of schedule

✦ 15% increase in live chat usage across service channels

✦ Supports 250+ agents across IT, Finance, HR, and Distribution

✦ 95%+ customer satisfaction across channels

Looking Ahead: AI-Powered Service Transformation

Building on the success of Halo's implementation, Wolseley's IT team is now exploring **AI-driven enhancements** including predictive ticketing, intelligent summarisation, and virtual agents.

"Halo's already ahead of the game in that. From our perspective, we're just starting to implement AI now. It's going to be an absolute game changer."

— James Crotty, Service Desk Manager

With continued collaboration and expert guidance, Wolseley is setting the foundation for a broader enterprise service management model, ensuring consistent, data-driven service excellence across every department.

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