

Industry: **Regional Healthcare Provider**

Company size: **42,000**

Company revenue: **\$9.0B**

## ITSM Customer Satisfaction

Interactive dashboard developed with breakdowns by Individual, Groups, Manager Roll Up, Director Roll Up, VP Roll Up & Priority

- Access to actual comments from customers about experience
- Recent Improvements
  - BVP transitioned the client from Help Desk Institute (HDI) contracted surveys to ServiceNow surveys aligned to the HDI metric standards
  - Data is now in real-time and managed in ServiceNow dashboard
  - Customer continues to maintain CSAT benchmark standards

**Increased CSAT** scores from 3.5 to **5.0 within 4 months**

Maintained **CSAT score of 5.0 over 12 months** during project

Solution created in **3 weeks**

Manual monthly reports turned to **weekly automated reports**

Talk to Bridgeview today at the number below or request information [here](#).