

Industry: **Regional Healthcare Provider**

Company size: **42,000**

Company revenue: **\$9.0B**

## ITSM and ServiceNow Platform Maturity

BVP partnered with client to stabilize a legacy implementation, extend adoption of existing licensing and improve platform ROI, including:

- Established foundational Discovery, CMDB, and ServiceNow Governance
- Eliminated production technical debt and realigned to OOB
- Enhanced IT management transparency with a dashboard
- Improved Incident quality, response, efficiency, security, and CSAT
- Automated access management and streamlined real estate space requests
- Enhanced compliance training expedited patient billing, and onboarding security efficiencies for faculty and practitioners
- Developed a new training request process for LMS
- Created a clinical research service catalog

**Eliminated 80%** of custom application **tech debt**

Increased **platform health** from 26% to **83% green**

**Research assets** generated ~\$135K of revenue in 18 months

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