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## CASE STUDY

**ServiceNow implementation helped Restoration Hardware achieve a 30% reduction in security incidents**



**Client**  
Restoration Hardware



**Location**  
Corte Madera, California



**Industry**  
Retail industry



## About the Client

Restoration Hardware is a leading retail company based in Corte Madera, California. With a strong market presence and numerous retail locations across North America, Restoration Hardware specializes in home furnishings, decor, and luxury lifestyle products.



## Challenges

Restoration Hardware faced several primary IT challenges before engaging with Neev Systems:

- **Inefficiency and High Costs:** The existing IT systems hindered Restoration Hardware’s productivity and increased operational expenses.
- **Limited Collaboration and Communication:** Fragmented workflows and slow decision-making processes resulted from limited collaboration and communication among staff and teams.
- **Scalability Limitations:** The company’s ability to adapt and grow in line with business demands must be improved.
- **Security and Compliance Risks:** The absence of a robust system posed security and compliance risks.
- **Lack of a Unified Employee Database:** Managing employee information across various systems led to data consistency and manual effort.



## Solutions

servicenow



Using ServiceNow, Neev Systems implemented various strategies and solutions to improve the efficiency and effectiveness of Restoration Hardware IT systems and processes. We segregated different operational areas of Restoration Hardware and designed integrated and isolated sets of applications in ServiceNow, as well as using the platform for user onboarding and other activities to reduce the need for additional tools like HCM. We have also integrated ServiceNow with OKTA and HCM and designed scheduled jobs to purge useless historical records.

### Application/Technologies Used:

- ServiceNow (ITSM, User Management, Change Management)
- Active Directory Integration
- Okta Integration



## Benefits

- 25% reduction in user onboarding time
- 30% decrease in security incidents
- 20% improvement in service response time
- Enhanced Security and Compliance
- Improved Service Delivery
- Faster Incident Resolution
- Efficient Change Management
- Simplified Access Management
- Streamline Workflows
- Centralized Platform for User Interactions
- Increased Customer Satisfaction and UX

## Approach and Methodology

Neev Systems' approach involves delivering tailored solutions and integration expertise, focusing on user experience, security and compliance measures, operational efficiency, and delivering measurable results. We prioritize collaborative partnerships, customization to meet unique requirements, and ongoing support and enhancements to meet evolving needs.

We followed the below-mentioned methodology to help Restoration Hardware achieve streamlined operation and a great customer experience:

- Segregated operational areas and designed integrated and isolated sets of applications in ServiceNow.
- Integrated ServiceNow with Active Directory Infrastructure for streamlined user management, authentication, and access control.
- Integrated ServiceNow with Okta - a popular identity management and single sign-on solution to facilitate centralized user authentication and access management, simplify the user experience and enhance security across multiple applications and systems.
- Automated user onboarding processes within ServiceNow by creating workflows and automation to streamline the provisioning of user accounts, access rights, and permissions within ServiceNow.
- Established continuous service improvement processes and workflows for capturing user feedback and optimizing service quality.

## About Neev Systems

Neev Systems is a reliable IT partner committed to providing tailored solutions and services in and around Digital Transformation, Cloud Computing, Integration Services, ERP Solutions, and Product Engineering Services. We take pride in helping businesses transform their vision into action by offering comprehensive implementation support where our experts collaborate closely with clients to understand their goals and challenges.

Partner with us and experience the benefits of working with a trusted IT partner that delivers exceptional quality and value.

**Contact Us**



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