

# Nuffield Health keeps on top of demand and takes control of its data

UP3 delivers implementation and management of ServiceNow, providing a unified solution to manage and optimise Service Desk, Central Support and Engineering resources.



Industry: **Healthcare**

Company size: **35,000+**

Location: **UK**

UP3 services: **ServiceNow Implementation, ServiceNow Managed Service**

ServiceNow products: **Agent Chat, Teams Integration, IT Service Management, Portal, Walk Up Experience, Workspace, CMDB integrations**

## Outcomes:

- ✓ Fast-track ServiceNow implementation – deployed within 6 weeks
- ✓ One central place for Nuffield Health to manage and optimise Service Desk, Central Support and Engineering resources to deliver a better customer experience
- ✓ Enhanced end-customer experience through real-time visibility of service status
- ✓ Easy access to all data and insights to improve decision making and keep pace with demand

## Overview:

Nuffield Health is the UK's largest healthcare charity working for over 60 years to make the nation fitter, healthier, happier and stronger. This is achieved through an industry-leading network of 36 hospitals, 114 fitness and well-being centres, medical centres and workplace well-being facilities. The Nuffield Health IT function supports 35,000+ employees who are responsible for the delivery of services to patients and customers across all areas of the organisation.

## The challenge:

The Nuffield Health IT function supports 35,000+ employees who are responsible for the delivery of services to patients and customers across all areas of the organisation. Having the right equipment, tools and support is vital. Before implementing ServiceNow, the support service was delivered by a blend of in-house and outsourced third party teams. Each of the teams was delivering well, but Nuffield Health understood that to truly keep pace with demand they needed a platform to consistently manage and optimise Service Desk, Central Support and Engineering processes and resources in a unified way, regardless of whether they sat in-house or externally.

Nuffield Health did not intend to build an internal ServiceNow centre of excellence which can be time consuming and expensive. From the outset, they understood the business value of working with an expert partner to take on the development and management of the platform.



## The solution:

Nuffield Health selected ServiceNow to manage the entire support process – from first contact with employees, through to assigning engineering resource to resolve issues. ServiceNow would be used both internally at Nuffield Health, and externally at support partners, ensuring a single way to manage their service on a platform they could control. Nuffield Health engaged UP3 to implement and configure ServiceNow and UP3's Managed Service to provide ongoing support and development of further functionality and services. UP3 structured a fast-paced implementation programme to quickly deliver tangible results, deploying ServiceNow within six weeks.



## The outcome:

The implementation of ServiceNow has dramatically improved the employee experience through real-time visibility of service status through a dedicated service portal. Additionally, having a single source of truth has enabled Nuffield Health to take control of its data with no manual work required to gain insights. Access to these insights has helped to understand how teams were spending their time – as an example, the Nuffield Health were able to identify ways to free up the Application Team to focus on strategic priorities while the Service Desk handled more straightforward issues and requests.

UP3's Managed Service has enabled Nuffield Health to get the most from their investment in ServiceNow, with the UP3 team taking on the entire management and support of the platform, giving Nuffield Health peace of mind and ensuring they are leveraging the full capabilities of ServiceNow.

**“What I like is that UP3 is very supportive. It’s not down to us to always try and come up with the solution. If we don’t know what’s there we don’t know we need it. UP3 is very good at going ‘did you know this is coming’. Or ‘have you thought about using this element?’ It’s a collaborative discussion.”**

Jo Gregory, Head of IT Service Delivery and Adoption, Nuffield Health