



number8 Consultants Implement ServiceNow Platform for Logistics Company

Our client provides operating companies with in-house, purpose-built digital solutions to complex shipping needs. They design, program, and maintain business application systems that organizations rely on to get work done.

In order to continue to drive innovation, they needed to implement a platform that allowed them to automate workflows throughout their organization. Rather than tie up an existing internal team member, they turned to number8 to find an experienced developer able to implement and maintain the platform.

The Challenge

The client knew they wanted to implement the ServiceNow platform, but they didn't have the internal resources to make that possible. In addition, they wanted to take advantage of the platform's integrations, but hadn't spent a lot of time researching the necessary requirements.

To simplify the process, they augmented their team with 2 experienced ServiceNow engineers recruited by number8.

Service:

Staff Augmentation

Industry:

Logistics

Technologies:

now



JS



AJAX

Solution

The number8s met with the client's internal teams to identify their business objectives and understand how they wanted to use the platform. Afterward, they began integrating the external systems with the platform to accomplish those goals.

They also made improvements, including new integrations, to the specific ServiceNow Case Management modules used by the client. They were able to customize and adjust the functionality of the platform specific to the client's needs.

In addition, due to the consultants experience with the software, they were able to identify an inefficient user experience with one of the integrations. To solve this issue, the consultants created new user stories that covered both functionalities and behaviors.

Results

By implementing ServiceNow, the organizations is now able to automate many of the processes that took an enormous amount of time to execute manually.

Utilizing experienced number8 consultants for this project also meant they were able to avoid generating any bugs throughout the implementation

The client was so happy with the 2 developers that they have kept both of them on to continue to carry out the maitainence and optimization of their preffered modules.



What did you find most impressive about this company?

"The most impressive thing about number8 was their people and integrity.

Our team quickly became 'family' despite us not all working for the same company.

I could trust that work would get done in a timely manner and I always felt like I was updated on task status."

Read the full Testimonial on [Clutch](#)



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number8

Develop Without Limits.

number8 is an award winning company with over 22 years of software development staffing experience. We've partnered with Fortune 100 companies, small tech startups, and international corporations to place over 200 Latin American consultants in some of the best scrum teams in the world.