RightStar™ powered by XTIVIA®

703.242.7200
www.rightstar.com

Airline Organization Leveraging AI and Automation with ServiceNow

ORGANIZATION

An airline organization with advanced technology and valuable industry relationships that shape the way flights are sold. The customer manages over 170 million fares for 430 airlines in 160 countries and supports an average of 3.9 million daily fare changes. The organization works with airlines worldwide.

TECHNICAL SOLUTION:

SCOPE: RightStar & ServiceNow play a vital role in the organization's accessibility to information through an automated onboarding system using ServiceNow's Enterprise Onboarding Module and an expanded version of their ServiceNow ChatBot module.

SOLUTION #1: ServiceNow's Enterprise Onboarding Module:
Implementing onboarding with a phased approach assisted the customer in achieving value faster and provided insights that helped them scale to meet the corporate goals. During this implementation, it was important for the customer for us to assist in building a repeatable blueprint that scales across the enterprise. Implementing an onboarding service in a correct, repeatable way that helped them achieve business objectives.

During the implementation and planning phase, RightStar's prescriptive 4-step approach ensured the alignment of business value and efficiency:
1. Define the onboarding service
2. Design the onboarding service
3. Develop a plan for service adoption
4. Scale and extend across the enterprise

This stepped approach reduced complexity, and provided a clear vision of objectives, scope, and stakeholders. This facilitated the success of the initial phase and achieved quick wins, by using the ServiceNow Enterprise Onboarding Module and RightStar's experience for guidance.

SOLUTION #2: ServiceNow's ChatBot Deployment:
RightStar provided Chatbot implementation services to provide the customer's users an easy way to resolve issues fast and get what they need, when they need it, with an AI-powered conversational chatbot. The RightStar consultants used a prescriptive 4-step approach to provide a robust and creative chatbot tool for users.
Customer improvements gained by the customer are:
● Giving a support experience that the users want to use
● Delivering self-service anytime
● Increased business value by decreasing the need for human intervention
● Increase deflections and agent productivity
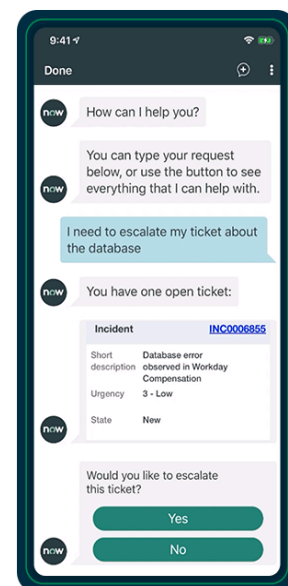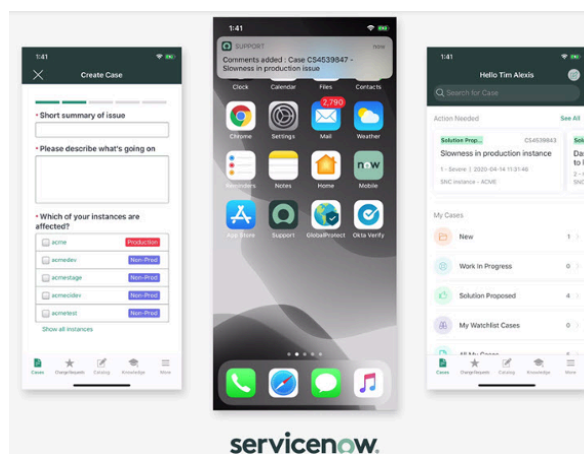
RightStar provided the customer with personalized and intelligent experiences to address their issues. With an interface that makes sense.

OTHER OFFERINGS:

ServiceNow Agent Client Collector - which will help discover Agency blind spots by providing comprehensive visibility and mapping of assets and applications supporting business services.

- Software asset management which will help manage licenses and costs across the agency and increase cost savings by understanding differences in purchased and used licenses.

Unified Agent Client Collector (ACC)

IMPROVEMENTS

- People-centered solutions help break down silos between departments. This streamlined workflows across teams and significantly improved project delivery times.

- Improved customer satisfaction and retention, with service delivery as the differentiator.
- Self-service that allows employees to get answers and the support they need to stay productive
- Flexible platform to enable Agile development and continuous innovation

SUMMARY:

RightStar & ServiceNow provided the customer with a single platform approach with immediate benefits, including better reliability and agility, improved service desk productivity, optimized operations, improved customer satisfaction, and a reduction in the overall cost of service management.