

## CASE STUDY

## Improving the Employee Experience with IT

With NewRocket, Chamberlain Group overcame disconnected, outdated systems & achieved visibility and trust to enhance the employee experience.



### INTRODUCTION

Chamberlain is a global leader in smart access solutions across residential and commercial properties. Their prominent brands are found in millions of residential and commercial access applications across the globe. Chamberlain's innovative products and partnerships, powered by their smart ecosystem, provide customers with smart access solutions to move safely through garages, homes, communities, and storage facilities. Chamberlain has over 7500 employees and is based in Chicago, Illinois.

### SNAPSHOT

To help Chamberlain provide their employees with an excellent employee experience, NewRocket guided Chamberlain in transitioning from disconnected legacy systems to leveraging ServiceNow's service management technology, enabling visibility and technology services trust. With NewRocket, Chamberlain was able to Go Beyond Workflows to lead the business to a world-class employee experience.

### CHALLENGES

As a leading-edge smart access manufacturing company, Chamberlain Group is committed to ensuring its employees feel connected to their work and are proud of their impact. However, the lack of connected, standardized employee services management affected the employee experience.

To help Chamberlain Group achieve visibility and navigate this critical business change with confidence, NewRocket was entrusted to:

- Replace outdated systems lacking necessary features.
- Create an easy-to-use system for reporting issues, requesting services, and making access requests.
- Implement a standardized system for employees responsible for fulfilling requests and approvals.
- Centralize visibility of IT devices currently scattered across different systems.
- Develop a process for terminating users when they leave the organization.
- Integrate CTI (Computer Telephony Integration) for handling end-user requests and issues.

## EXECUTIVE SUMMARY:

NewRocket guided this aspect of Chamberlain's digital transformation journey by helping them embrace an integrated service management technology approach by leveraging the ServiceNow platform. This transformation involved creating a user-friendly portal, setting up 169 service options, integrating with four other systems, migrating over 25,000 old records, and implementing a custom termination process using a proven ITSM approach.

## PUT SIMPLY:

NewRocket guided Chamberlain in creating an excellent employee experience by replacing outdated systems with a user-friendly, standardized platform that centralizes IT processes, device management, termination procedures, and CTI integration for efficient issue resolution.

## THE DETAILS:

- Chamberlain Group leveraged NewRocket's world-class delivery methodology and productized implementation approach
- NewRocket's Instance Sync tool was used to move over 25,000 records.
- NewRocket's Catalog Excel Automation tool to create catalog items.
- A custom solution was created to manage user terminations.
- A user-friendly portal for end users was designed based on Chamberlain's UI/UX design.
- Genesys CTI was integrated with ServiceNow for phone conversations between users and support.
- SCCM, Intune, and JAMF were integrated to bring device information into ServiceNow.
- Ongoing support provided during system testing and script execution.

## How NewRocket made Chamberlain Group the hero of their journey

Our team successfully helped Chamberlain by improving their processes and guiding them through achieving the employee experience they want for their employees. By applying our team's expertise paired with NewRocket's world-class methodology and solutions, Chamberlain Group was able to provide better employee support, enhanced business services, and more efficient IT operations.